



PHILIP L. BROWNING
Director

SHERYL L. SPILLER
Chief Deputy

County of Los Angeles
DEPARTMENT OF PUBLIC SOCIAL SERVICES

12860 CROSSROADS PARKWAY SOUTH • CITY OF INDUSTRY, CALIFORNIA 91746
Tel (562) 908-8400 • Fax (562) 908-0459



ADOPTED
BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

Board of Supervisors
GLORIA MOLINA
First District
MARK RIDLEY-THOMAS
Second District
ZEV YAROSLAVSKY
Third District
DON KNABE
Fourth District
MICHAEL D. ANTONOVICH
Fifth District

June 2, 2009

17

JUNE 16, 2009

Sachi A. Hamai
SACHI A. HAMAI
EXECUTIVE OFFICER

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, CA 90012

Dear Supervisors:

**RECOMMENDATION TO AWARD A SOLE SOURCE CONTRACT TO
LOS ANGELES HOMELESS SERVICES AUTHORITY FOR
EMERGENCY SHELTER SERVICES
(ALL DISTRICTS - 3 VOTES)**

SUBJECT

The Department of Public Social Services (DPSS) continues to require the services of Los Angeles Homeless Services Authority (LAHSA) for the provision of Emergency Shelter Services to homeless CalWORKs Welfare-to-Work (WtW) participants.

IT IS RECOMMENDED THAT YOUR BOARD:

1. Approve and instruct the Chairman to sign the attached sole source Contract between DPSS and LAHSA for the provision of Emergency Shelter Services (ESS) to homeless CalWORKs WtW participants, effective July 1, 2009 through June 30, 2012, or the day after Board approval, whichever is later. The three-year cost of this contract is \$8,684,244, with an annual maximum contract amount of \$2,894,748. Funding for the contract is included in the 2009-10 Proposed Budget. Funding for future years will be included in the Department's annual budget requests.

2. Delegate authority to the Director of DPSS, to prepare and sign amendments to the above contract for any cumulative increase or decrease, of no more than 15 percent of the total original contract amount when the change is necessitated by additional and necessary services that are required in order for the Contractor to comply with changes in federal, State, or County requirements. The approval of the Chief Executive Office (CEO) and County Counsel will be obtained prior to executing such amendments, and the Director of DPSS will notify the Board and the CEO in writing within ten (10) business days after execution.
3. Delegate authority to the Director of DPSS, to provide Contractor with up to three advance payments per fiscal year (FY) to cover Contractor's operational/administrative costs. Each advance payment will not exceed one-twelfth of the annual contract amount or \$241,229 and County shall fully recoup all advances by June 30th of the current FY.

PURPOSE/JUSTIFICATION OR RECOMMENDED ACTION

On June 27, 2006, the Board awarded a sole source contract to LAHSA for the provision of ESS to fill the gap for CalWORKs WtW families who are receiving or have exhausted their CalWORKs cash assistance benefits and only if an adult is employed or enrolled and actively participating in the CalWORKs WtW Program. The program is designed for families with or without a mental health issue.

The purpose for the ESS contract through LAHSA is to provide all management/administrative services for emergency shelter and case management services in conjunction with DPSS Homeless Case Managers. LAHSA continues to provide emergency shelter and transportation services as needed by homeless CalWORKs families who are Greater Avenues for Independence (GAIN) participants, time-limited, or employed. LAHSA services homeless CalWORKs families from each supervisorial district through the various amendments to date.

Approval of this contract will ensure the continuation of ESS to homeless CalWORKs WtW families.

Implementation of Strategic Plan Goals

These recommendations are consistent with the principles of the Countywide Strategic Plan Goal #2: Children, Family, and Adult Well-Being: Enhance economic and social outcomes through integrated, cost-effective and client-centered supportive services.

FISCAL IMPACT/FINANCING

The maximum three-year contract cost of the sole source ESS contract is \$8,684,244, with an annual maximum contract amount of \$2,894,748. The \$2,894,748 annual contract amount will be included in the Department's proposed budget requests. The cost of the contract is fully funded with CalWORKs Single Allocation. There is no additional net County cost after the required CalWORKs maintenance of effort is met.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

The contract term will be for three years, commencing July 1, 2009, or one day after Board approval, whichever is later, through June 30, 2012.

ESS has reached the contract's three-year maximum; therefore, we are proceeding to renew the project through a new sole source contract with LAHSA.

California Government Code Section 11019.5(e) provides that the County, upon determining that an advance payment is essential for the effective implementation of particular programs, to the extent funds are available, and not more than three advance payments per FY, may advance to the affected local public agencies located within its jurisdiction, an amount not to exceed one-twelfth of the annual allocations (\$2,894,748), reimbursements, or subventions required for the delivery or services, pursuant to related federal and State law.

The award of this contract will not result in unauthorized disclosure of confidential information and will be in full compliance with federal, State and County regulations.

The contract complies with all of the requirements of Los Angeles County Code Section 2.121.380, which is a mandatory prerequisite for the award of this contract.

The contract includes Contractor Responsibility and Debarment language.

Provisions for the County's Jury Service Program have been included in the contract. The contractor is in compliance with the Jury Service Program.

The Safely Surrendered Baby Law provision is included in the contract, which requires the contractor to notify and provide a fact sheet to their employees regarding the Safely Surrendered Baby Law, its implementation in Los Angeles County and where to safely surrender a baby.

The contract includes the provision that requires the contractor to comply with the Los Angeles County's Child Support Enforcement requirements.

The contract includes the provision for the contractor to first consider hiring County employees targeted for layoff or qualified former County employees who are on a re-employment list during the life of the contract when filling future vacancies.

The contract also requires that the contractor consider hiring participants of the GAIN Program and General Relief Opportunities for Work Program.

The County may terminate the contract with a 30 calendar day prior written notice. The contract also contains provisions that limit the County's obligation if funding is not appropriated by the Board for each year of the contract.

County Counsel and the CEO have reviewed this Board letter and the contract has been approved as to form by County Counsel.

IMPACT ON CURRENT SERVICES

The contract will not infringe on the role of the County in relationship to its residents, and the County's ability to respond to emergencies will not be impaired. There is no change in risk exposure to the County.

CONTRACTING PROCESS

This sole source contract will be procured in accordance with Title 45, Code of Federal Regulations, Part 74, and California Department of Social Services Regulation Section 23-650.1.12, which allows for non-competitive contracting with public agencies.

The Department has evaluated and determined that the Living Wage Program (County Code Chapter 2.201) does not apply as the recommended contract is not being awarded under the provisions of Chapter 2.121 of the County Code.

CONTRACTOR PERFORMANCE

For FY 2007-08, LAHSA's overall performance was satisfactory. LAHSA's performance is monitored through an evaluation of their Monthly Management Reports and quarterly monitoring for fiscal, administrative, and service delivery compliance.

The Honorable Board of Supervisors
June 2, 2009
Page 5

The contract's current Performance Outcomes Measures include: 1) a provision which requires families to be placed in emergency shelter on the day of the request for shelter, and 2) families to receive the necessary case management and assistance to successfully move from emergency shelter into transitional or permanent housing.

CONCLUSION

Upon approval and execution of the contract, the Executive Officer, Board of Supervisors, is requested to return one adopted stamped Board letter and four (4) original signed copies of the contract to the Department of Public Social Services.

Respectfully submitted,



Philip L. Browning
Director

PLB:EK:srg

Attachment

c: Chief Executive Officer
Acting County Counsel
Executive Officer, Board of Supervisors

**DEPARTMENT OF
PUBLIC SOCIAL SERVICES**



**CONTRACT
BY AND BETWEEN
COUNTY OF LOS ANGELES
AND
LOS ANGELES HOMELESS SERVICES AUTHORITY
FOR
EMERGENCY SHELTER SERVICES**

Prepared By
Department of Public Social Services
Contract Management Division
12900 Crossroads Parkway South
City of Industry, CA 91746-3411

July 2009

77027

TABLE OF CONTENTS

<u>Section</u>	<u>Title</u>	<u>Page</u>
	RECITALS	5
1.	APPLICABLE DOCUMENTS	5
2.	DEFINITIONS.....	6
3.	WORK	7
4.	TERM OF CONTRACT	8
5.	CONTRACT SUM	8
6.	ADMINISTRATION OF CONTRACT-COUNTY.....	14
6.1	County Contract Administrator	14
6.2	County's Contract Program Monitor	14
7.	ADMINISTRATION OF CONTRACT-CONTRACTOR	14
7.1	Contractor's Project Director	14
7.2	Approval of Contractor's Staff	15
7.3	Contractor's Staff Identification	15
7.4	Background & Security Investigations.....	15
7.5	Confidentiality.....	16
8.	STANDARD TERMS AND CONDITIONS	17
8.1	Amendments/Change Notices.....	17
8.2	Assignment and Delegation.....	18
8.3	Audit Settlement	19
8.4	Authorization Warranty	19
8.5	Budget Reductions	19
8.6	Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion-Lower Tier Covered Transactions.....	20
8.7	Changes of Address	20
8.8	Child/Elder Abuse/Fraud Reporting.....	20
8.9	Collective Bargaining Agreement	21
8.10	Complaints.....	21
8.11	Compliance with Auditor-Controller Contract Accounting and Administrative Handbook.....	21
8.12	Compliance with Civil Rights Law.....	22
8.13	Compliance with the County's Jury Service Program.....	23
8.14	Conflict of Interest.....	24
8.15	Consideration of Hiring County Employees Targeted for Layoff or Re-Employment List	25
8.16	Consideration of Hiring Greater Avenues for Independence (GAIN) or General Relief Opportunities for Work (GROW) Program Participants for Employment	25

8.17	Contractor's Charitable Activities Compliance.....	25
8.18	Contractor's Responsibility and Debarment	26
8.19	Contractor's Acknowledgement of County's Commitment to the Safely Surrendered Baby Law.....	28
8.20	Contractor's Warranty of Adherence to County's Child Support Compliance Program.....	28
8.21	County's Quality Assurance Plan	29
8.22	Contractor's Certification of Bilingual Staff	29
8.23	County Auditing of Contractor Records	29
8.24	Covenants Against Fees	29
8.25	Criminal Clearances	29
8.26	Damage to County Facilities, Buildings or Grounds	30
8.27	Disputes.....	30
8.28	Disclosure of Information.....	30
8.29	Employee Safety	31
8.30	Employment Eligibility Verification.....	31
8.31	Facsimile Representation	32
8.32	Fair Labor Standards.....	32
8.33	Fiscal Accountability	32
8.34	Force Majeure	32
8.35	Government Observations.....	33
8.36	Governing Law, Jurisdiction, and Venue	33
8.37	Indemnification	33
8.38	Independent Contractor Status.....	33
8.39	General Provisions for all Insurance Coverage	34
8.40	Insurance Coverage	38
8.41	Liquidated Damages.....	39
8.42	Limitation of County's Obligation Due to Non-Appropriation of Funds	40
8.43	Local Small Business Enterprise (SBE) Program.....	40
8.44	Most Favored Public Entity	41
8.45	Non-Discrimination and Affirmation Action	41
8.46	Non Exclusivity	42
8.47	Notice of Delays	43
8.48	Notice of Disputes	43
8.49	Notices to Employees Regarding the Federal Earned Income Credit	43
8.50	Notices to Employees Regarding the Safely Surrendered Baby Law	43
8.51	Notices.....	43
8.52	Ownership of Data/Equipment	45
8.53	Performance Requirements.....	45
8.54	Prohibition Against Inducement or Persuasion.....	45
8.55	Proprietary Rights.....	45

8.56	Provider Compliance	46
8.57	Public Records Act	46
8.58	Publicity	47
8.59	Record Retention and Inspection/Audit Settlement.....	47
8.60	Recycled Bond Paper	50
8.61	Removal of Unsatisfactory Personnel	50
8.62	Rules and Regulations	50
8.63	Shred Documents.....	50
8.64	Subcontracting.....	50
8.65	Termination for Breach of Warranty to Maintain Compliance with County's Child Support Compliance Program	52
8.66	Termination for Convenience of County	52
8.67	Termination for Default	53
8.68	Termination for Improper Consideration.....	54
8.69	Termination for Insolvency	54
8.70	Termination for Non-Adherence of County Lobbyist Ordinance.....	55
8.71	Termination for Non-Appropriation of Funds	55
8.72	Transitional Job Opportunities Preference Program	55
8.73	Validity	56
8.74	Waiver	56
8.75	Warranty Against Contingent Fees.....	56
SIGNATURES		58
Attachment A	Statement of Work and Technical Exhibits.....	59
Attachment B	Los Angeles Homeless Services Authority Budget	92
Attachment C	Provider Per Diem Rate Structures.....	109
Attachment D	Contractor Invoice Format.....	111
Attachment E	ESS Monthly Management Report	113
Attachment F	Participant Roster.....	116
Attachment G	Bidders/Offeror's Non-Discrimination	118
Attachment H	Certificate of No Conflict of Interest	120
Attachment I	Charitable Contributions Certification	122
Attachment J	Contractor Employee Acknowledge and Confidentiality Agreement...	124
Attachment K	Contractor Employee Jury Service Program Certification Form and Application for Exception and Contractor Employee Jury Service Ordinance	128
Attachment L	Contractor's EEO Certification.....	133
Attachment M	Civil Rights Complaints Flow Chart Contractor Process	135

Attachment N	Civil Rights Resolution Agreement Requirements	137
Attachment O	Contractor’s Administration	139
Attachment P	County’s Administration	141
Attachment Q	Complaint of Discriminatory Treatment Form	143
Attachment R	Grounds for Rejection.....	145
Attachment S	Internal Revenue Notice 1015.....	147
Attachment T	Safely Surrendered Baby Law	149
Attachment U	Civil Rights Training Report	154

**CONTRACT BY AND BETWEEN
COUNTY OF LOS ANGELES
AND
LOS ANGELES HOMELESS SERVICES AUTHORITY
FOR
EMERGENCY SHELTER SERVICES**

This Contract and Exhibits are made and entered into this 16th day of JUNE, 2009 by and between the County of Los Angeles hereinafter referred to as County and the Los Angeles Homeless Services Authority, hereinafter referred to as "Contractor". LAHSA is located at 453 South Spring Street, Los Angeles, California 90013.

RECITALS

WHEREAS, Contractor is a local government agency and is qualified to provide emergency assistance intermediary services as set forth hereunder and warrants that it possesses the competence, expertise and personnel necessary to provide such services, and,

WHEREAS, County finds it necessary to secure such professional services; and

WHEREAS, County has determined that it is feasible to obtain such services by this Contract; and

WHEREAS, Contractor has agreed to provide County with such services and based upon non-competitive negotiations under the Title 45 Code of Federal Regulations, Part 74 (Administration of Grants) and State Department of Social Services regulations Chapter 23-650, Contractor has been selected for recommendation for award of this Contract; and

WHEREAS, this Contract is further authorized by California Government Code Sections 26227 and 31000 and Welfare and Institutions Code Section 11320 et seq.

NOW THEREFORE, the parties hereto agree as follows:

1.0 APPLICABLE DOCUMENTS

Attachments A, B, C, D, E, F, G, H, I, J, K, L, M, N, O, P, Q, R, S, T and U as set forth below, are attached to and form a part of this Contract. In the event of any conflict or inconsistency in the definition or interpretation of any word, responsibility, service or schedule, or the content or description of any task, deliverable, goods, service, or other work, or otherwise between the base Contract and Attachments, or between Attachments, said conflict or inconsistency shall be resolved by giving precedence first to this Contract, and then to the Attachments according to the following priority:

- | | |
|--------------|--|
| Attachment A | Statement of Work and Technical Exhibits |
| Attachment B | Los Angeles Homeless Services Authority Budget |
| Attachment C | Provider Per Diem Rate Structures |
| Attachment D | Contractor Invoice Format |
| Attachment E | ESS Monthly Management Report |
| Attachment F | Participant Roster |

27027

Attachment G	Bidders/Offeror's Non-Discrimination in Services Certification
Attachment H	Certificate of No Conflict of Interest
Attachment I	Charitable Contributions Certification
Attachment J	Contractor Employee Acknowledge and Confidentiality Agreement
Attachment K	Contractor Employee Jury Service Program Certification Form and Application for Exception and Contractor Employee Jury Service Ordinance
Attachment L	Contractor's EEO Certification
Attachment M	Contractor Process Civil Rights Complaints Flow Chart-Contractor Process
Attachment N	Civil Rights Resolution Agreement Requirements
Attachment O	Contractor's Administration
Attachment P	County's Administration
Attachment Q	Complaint of Discriminatory Treatment Form
Attachment R	Grounds for Rejection
Attachment S	Internal Revenue Notice 1015
Attachment T	Safely Surrendered Baby Law
Attachment U	Civil Rights Training Report

This Contract and the Attachments hereto, constitute the complete and exclusive statement of understanding between the parties which supersedes all previous Contracts, written and oral, and all communications between the parties relating to the subject matter of this Contract. No change to this Contract shall be valid unless prepared pursuant to Section 8.0, Standard Terms and Conditions, sub-section 8.1 – Amendments/Change Notices, and signed by both parties.

2.0 **DEFINITIONS**

The headings herein contained are for convenience and reference only and are not intended to define the scope of any provision thereof. The following words as used herein shall be construed to have the following meaning, unless otherwise apparent from the context in which they are used.

Board of Supervisors: The Board of Supervisors is the governing body of the County of Los Angeles.

Budget: The document that details the Contractor's costs for providing services and is included in the Contract. Included in the Budget are the following:

- **Direct Costs** - Payroll, Employee Benefits (Medical, Dental, Life Insurance), Payroll Taxes, Insurance (Real, Personal, etc., as required by the Contract), Supplies, Applicable Taxes and other (specified).
- **Indirect Costs** - Management Overhead expenses; general and administrative expenses are included and applied as follows:
 - Management Overhead is applied to Salary, Employee Benefits and Payroll Taxes.
 - General and Administrative expenses are applied to all labor cost and

Management Overhead.

- **Total Cost to Contract Services** - The total cost of Direct and Indirect Costs.

Contract: Agreement executed between County and Contractor. It sets forth the terms and conditions for the issuance and performance of the Statement of Work, Attachment A.

Contract Manager: The individual designated by the Contractor to administer the contract operations after the contract award.

Contractor: The sole proprietor, partnership, or corporation that has entered into a contract with the County to perform or execute the work covered by the Statement of Work, Attachment A.

County Contract Administrator (CCA): Person with responsibility to oversee the day to day activities of this Contract. Responsibility for inspections of any and all tasks, deliverables, goods, services, and other work provided by Contractor.

County Project Director: Person designated by County with authority for County on contractual or administrative matters relating to this contract that cannot be resolved by the County Contract Administrator.

Day(s): Calendar day(s) unless otherwise specified.

Department of Public Social Services: County department responsible for providing social, financial, and employment services to eligible persons in Los Angeles County.

Director: The Director of the DPSS, County of Los Angeles, or his/her Authorized Representative(s).

Fiscal Year (FY): The twelve (12) month period beginning July 1st and ending the following June 30th.

Subcontractor: An individual or business firm contracted with Contractor to perform all or part of the work defined in Statement of Work, Attachment A.

3.0 **WORK**

3.1 Pursuant to the provisions of this contract, the Contractor shall fully perform, complete and deliver on time, all tasks, deliverables, services and other work as set forth herein.

3.2 If the Contractor provides any tasks, deliverables, goods, services, or other work, other than as specified in this Contract, the same shall be deemed to be a gratuitous effort on the part of the Contractor, and the Contractor shall have no claim whatsoever against the County.

3.3 Contractor shall establish and maintain sufficient accounting, internal control, financial reporting, and administrative capacity to effectively administer the services required by this contract. At a minimum, Contractor shall adhere to the standards set forth in the AUDITOR-CONTROLLER CONTRACT

ACCOUNTING AND ADMINISTRATION HANDBOOK, which is incorporated herein by reference and is available at www.ladpss.org/dpss/contracts.

4.0 TERM OF CONTRACT

- 4.1** The term of this Contract shall commence on July 1, 2009, or the day after Board of Supervisor's approval, whichever is later, and shall continue through June 30, 2012.
- 4.2** The Contractor shall notify DPSS when this Contract is within six (6) months from the expiration of the term as provided for hereinabove. Upon occurrence of this event, the Contractor shall send written notification to DPSS at the address herein provided in Attachment P, County's Administration.

5.0 CONTRACT SUM

- 5.1** The maximum amount of the Contract for the Emergency Shelter Services is eight million six hundred eighty-four thousand two hundred forty-four dollars (\$8,684,244).
- 5.2** The maximum amount of this Contract is \$2,894,748 for each fiscal year. Of this amount, up to \$289,475 shall be for Contractor's administrative costs, and up to \$2,605,273 shall be for direct emergency shelter services to be allocated annually by Supervisorial Districts based on the distribution of the CalWORKs caseload as follows:
- | | | |
|--------------------------|-----|---------------------------------|
| 1 st District | 25% | \$651,318 for emergency shelter |
| 2nd District | 34% | \$885,793 for emergency shelter |
| 3rd District | 11% | \$286,580 for emergency shelter |
| 4th District | 15% | \$390,791 for emergency shelter |
| 5th District | 15% | \$390,791 for emergency shelter |
- 5.2.1** The maximum annual amount payable under this Contract for direct Emergency Shelter Services shall not exceed \$2,605,273 for the current fiscal year.
- 5.2.2** For the term of this Contract, County shall reimburse Contractor's costs for Emergency Shelter Services and shall not exceed the amount of \$2,605,273 for direct emergency services for the current fiscal year.
- 5.3** Contractor shall maintain an accounting system that segregates all funding received by funding source. DPSS funds received and disbursed for the Emergency Shelter Services (ESS) program shall be coded with a designation specific to the ESS program. Contractor shall provide cash balance reports for DPSS-ESS funding upon request, which can be reconciled against Contractor's monthly bank statements.

5.4 Any interest earned on ESS funds will be calculated and paid to DPSS on a quarterly basis. During the closeout process, any interest earned on ESS funds will be calculated and paid to DPSS no later than July 25th of the following fiscal year.

5.5 Contractor shall submit all interest payments directly to:

Department of Public Social Services
Attn: Maria P. Rodriguez, Director
Contract Management Division, Section I
12900 Crossroads Parkway South, 2nd Floor
City of Industry, Ca 91746

5.6 Advances and Settlements

It is the intent of County to provide Contractor advance funds to enable Contractor to make payments and to cover Contractor's operational/administrative services.

5.6.1 Contractor may submit up to three (3) invoices annually for advance payments for operational/administrative costs. Each invoice for advance payment shall not exceed one-twelfth of the annual contract amount **(\$2,894,748)** of the current fiscal year, or **\$241,229**. The final invoice for advance payments shall be submitted no later than March of the current fiscal year and shall not exceed one-twelfth of the annual contract amount.

5.6.2 County shall recoup all advances by June 30th of the current fiscal year, by offsetting the advances from the Contractor's invoices received in May and June of the current fiscal year. If any additional recouping is necessary after the invoice received in June (including the invoice of the first half of June) of the current fiscal year, Contractor shall pay the balance to the County within three (3) business days of the final determination by County, but not later than June 30th of the current fiscal year.

5.7 The Contractor shall not be entitled to payment or reimbursement for any tasks or services performed, nor for any incidental or administrative expenses whatsoever incurred in or incidental to performance hereunder, except as specified herein. Assumption or takeover of any of the Contractor's duties, responsibilities, or obligations, or performance of same by any entity other than the Contractor, whether through assignment, subcontract, delegation, merger, buyout, or any other mechanism, with or without consideration for any reason whatsoever, shall occur only with the County's express prior written approval.

5.8 Contractor shall maintain a system of record keeping that will allow Contractor to determine when it has incurred seventy-five percent (75%) of the total contract authorization under this contract. Upon occurrence of this

event, Contractor shall send written notification to DPSS at the address to be provided by DPSS.

5.9 Invoices and Payments

5.9.1 From July 1, 2009 through June 30, 2012, or the current fiscal year, Contractor shall invoice County for service rendered pursuant to Statement of Work Attachment A. County shall pay Contractor for the services pursuant to Section 5.0, sub-section 5.1 through 5.9.20.

5.9.2 The Contractor shall invoice the County on a monthly basis, by the 25th day of each month for the previous month's actual costs of services rendered, using an invoice similar to that shown as Attachment D, Contractor Invoice Format and Attachment E, Emergency Shelter Services Monthly Management Report. The invoice shall specify the actual administrative and direct services costs, including motel/hotel housing vouchers, bus tokens and/or client supplies.

5.9.3 The Contractor shall invoice the County only for providing the tasks, deliverables, goods, services, and other work specified in Statement of Work, Attachment A and elsewhere hereunder. The Contractor shall prepare invoices, which shall include the charges owed to the Contractor by the County under the terms of this Contract. The Contractor's payments shall be as provided in Attachment B, Los Angeles Homeless Services Authority Budget, and the Contractor shall be paid only for the tasks, deliverables, goods, services, and other work approved in writing by the County. If the County does not approve work in writing, no payment shall be due to the Contractor for that work.

5.9.3.1 For invoicing purposes, the Contractor shall clearly identify this Contract as "Emergency Shelter Services". The invoice shall specify the actual administrative and direct costs, such as per diem costs for beds at family emergency shelters, and hotel/motel facilities.

5.9.4 If this Contract is awarded to a federal, state or local government agency, public university, public college or other public educational institution, Contract payment will be effected using an actual cost method of reimbursement.

5.9.5 Contractor shall prepare and submit monthly invoices in the format similar to Attachment D, Contract Invoice Format each in an original and one copy, to the County Contract Administrator (CCA) within twenty-five (25) calendar days following the end of the month which services were provided or payment may be delayed. Contractor shall submit its invoices to the attention of the CCA at the following address, and to such additional addresses as may be directed in

writing from time to time by the CCA. The Contractor's invoices shall be priced in accordance with Attachment B, Los Angeles Homeless Services Authority Budget. The Contractor shall submit an original and one copy of the invoice, back-up documents and the Monthly Management Report to:

Department of Public Social Services
Attn: Sheri Ramirez-Garcia, County Contract Administrator
Contract Management Division, Section I
12900 Crossroads Parkway South, 2nd Floor
City of Industry, CA. 91746-3411

- 5.9.6** After Contractor submits its final invoice, including any adjustments for prior months, if County determines that Contractor has been underpaid, County shall pay Contractor's approved final invoice within 30 calendar days of receipt of invoice and determination funds owed to Contractor. If County determines that Contractor has been overpaid, Contractor shall pay County within 30 days of receipt of invoice. If Contractor does not agree on the amount owed, County and Contractor shall meet within 10 calendar days and resolve the disagreement.
- 5.9.7** Contractor shall submit a partial month invoice for actual expenditures and services provided for the first 15 calendar days in June each fiscal year. Contractor shall provide the invoice no later than five calendar days after June 15. Any outstanding recoupment balances will be offset from said invoice.
- 5.9.8** The final invoice for the current term of the contract shall be determined on an accrual basis, and submitted no later than July 15th or on the 15th of the month immediately following the termination month. County shall not be liable for any invoice received more than twenty (20) calendar days following final invoice due date.
- 5.9.8.1** Contractor shall provide a final invoice, submitted on an accrual basis, for all of the services provided through June 30th or for the final month of the contract.
- 5.9.8.2** DPSS shall process the final invoice within 30 days of receipt from Contractor.
- 5.9.8.3** Contractor shall provide County with supporting reconciliation documents of payments made on the final invoice within 10 working days of receipt of payment from County.
- 5.9.9** Prior to receiving final payment hereunder, Contractor shall submit a signed, written release discharging the County, its officers and employees, from all liabilities, obligations, and claims arising out of

Contractor's performance, under the Contract, except for any claims specifically described in detail in such release.

- 5.9.10** The County shall have no requirement for payment other than as set forth in this Contract, Attachment B, Budget Sheet.
- 5.9.11** The Contractor's invoices shall contain the information set forth in Statement of Work, Attachment A describing the tasks, deliverables, goods, services, work hours, and facility and/or other work for which payment is claimed.
- 5.9.12** All invoices submitted by the Contractor for payment must have the written approval of the County Contract Administrator prior to any payment thereof. In no event shall the County be liable or responsible for any payment prior to such written approval. County shall make a reasonable effort to effect payment to Contractor within thirty (30) calendar days of receipt of an invoice which is accurate as to form and content.
- 5.9.13** Subject to the County's right to terminate earlier for convenience, which includes non-appropriation of funds, default of the Contractor, substandard performance of the Contractor, improper consideration given/offered to the County with respect to the award of this Contract, or breach of warranty to maintain compliance with the County's Child Support Compliance Program, the Contractor shall, upon receipt of notice of termination:
 - 5.9.13.1** Immediately eliminate all new costs and expenses under this Contract. In addition, the Contractor shall immediately minimize all other costs and expenses under this Contract. The Contractor shall be reimbursed only for reasonable and necessary costs or expenses incurred after receipt of notice of termination and prior to termination date.
 - 5.9.13.2** Promptly report to the County in writing all information necessary for the reimbursement of any outstanding claims and continuing costs.
- 5.9.14** Subject to non-appropriation of funds, default of the Contractor, substandard performance of the Contractor, improper consideration given/offered to the County with respect to the award of this Agreement, breach of warranty to maintain compliance with the County's Child Support Compliance Program, changes in legal requirements regarding contracting for services, and changes that eliminate or substantially reduce the County's legal requirements for services, Contractor shall, upon receipt of notice of termination, comply with the terms stated in 5.9.13.1 and 5.9.13.2 above.

- 5.9.15** Payment to the Contractor will be made monthly in arrears in the amounts specified in this Contract, provided that the Contractor is not in default under any provision of the Contract and has submitted a complete and accurate statement of payment due with documentation attached supporting the statement of payment due.
- 5.9.16** If this Contract is terminated for convenience of County, per Section 8.0, sub-paragraph 8.66 Termination for Convenience of County, Contractor shall not perform work after termination date of contract and County shall not be responsible for payment.
- 5.9.16.1** The County may delay the last payment due (plus the previous full month payment due if the last payment is for less than a full month) until six (6) months after the expiration of this Contract. The Contractor shall be liable for payment within thirty (30) days written notice of any liquidated damages or other offset authorized by this Contract not deducted from any payment made by County to Contractor.
- 5.9.16.2** Prior to receiving final payment under this Contract, Contractor shall submit a signed written release discharging County, its officers and employees, from all liabilities, obligations and claims arising out of or under this Contract.
- 5.9.17** Contractor may, at Contractor's discretion, reallocate funds among each of the budget categories as shown in Attachment B, Contractor's Budget, to a maximum of 10% of each budget category not to exceed the total contract amount as stated in Section 5.1. Reallocation of funds by Contractor by more than 10% requires written approval of the DPSS.
- 5.9.18** Contractor shall not exceed each fiscal year's annual budgeted amount of \$2,894,748. Unspent money from the current fiscal year shall not be rolled-over to the following fiscal year.
- 5.9.19** This Agreement is valid and enforceable only if sufficient funds are made available by the County Budget of the applicable fiscal year for the purposes of this Agreement.
- 5.9.20** The County shall not be liable for billings submitted one (1) year after any services are rendered under this Contract.

6.0 ADMINISTRATION OF CONTRACT – COUNTY

County Administrator

A listing of all County Administration referenced in the following sub-paragraphs are designated in Attachment P, County's Administration. The County shall notify the

Contractor in writing of any change in the names or addresses shown.

6.1 County Contract Administrator (CCA)

The responsibilities of the County Contract Administrator (CCA) include:

1. ensuring that the objectives of this contract are met;
2. providing direction to Contractor in the areas relating to County policy, information requirements, and procedural requirements;
3. meeting with Contractor's Project Manager on an as needed basis; and
4. monitoring any and all tasks, deliverables, goods, services, or other work provided by or on behalf of Contractor.

The CCA is not authorized to make any changes in any of the standard terms and conditions of this contract and is not authorized to further obligate County in any respect whatsoever. The CCA is responsible for overseeing the day-to-day administration of this Contract.

6.2 County's Contract Program Monitor

The County's Program Monitor is responsible for overseeing the day-to-day administration of this Contract. The Program Monitor reports to the County's Contract Administrator.

7.0 ADMINISTRATION OF CONTRACT – CONTRACTOR

7.1 Contractor's Project Director

7.1.1 The Contractor's Project Director is designated in Attachment O, Contractor's Administration. The Contractor shall notify the County in writing of any change in the name or address of the Contractor's Project Director.

7.1.2 The Contractor's Project Director shall be responsible for Contractor's day-to-day activities as related to this contract and shall coordinate with CCA and County's Contract Project Monitor on a regular basis.

7.1.3 The Contractor's Project Director must have a minimum three (3) years of case management experience, or experience substantially similar to these services. Contractor shall notify the County in writing of any change in the name or address of the Contractor's Project Director.

7.2 Approval of Contractor's Staff

County has the absolute right to approve or disapprove all of the Contractor's staff performing work hereunder and any proposed changes in the Contractor's staff, including, but not limited to, the Contractor's Project Director.

7.3 Contractor's Staff Identification

7.3.1 Contractor shall furnish and require every on-duty employee to wear a visible photo identification badge, identifying employee by name, and company. Such badge shall be displayed on employee's person at all times he/she is on duty.

7.3.2 Contractor shall notify the County within one business day when staff is terminated from working on this contract. Contractor is responsible to retrieve and immediately destroy the staff's specified photo identification badge at the time of removal from the County contract.

7.3.3 If County requests the removal of Contractor's staff, Contractor is responsible to retrieve and immediately destroy the Contractor's staff's photo identification badge at the time of removal from working on the contract.

7.4 Background and Security Investigations

7.4.1 At any time prior to or during term of this Contract, the County may require that all Contractor's staff performing work under this Contract undergo and pass, to the satisfaction of County, a background investigation, as a condition of beginning and continuing to work under this Contract. County shall use its discretion in determining the method of background clearance to be used, up to and including a County performed fingerprint security clearance. The fees associated with obtaining the background information shall be at the expense of the Contractor, regardless if the Contractor's staff passes or fails the background clearance investigation.

7.4.2 County may request that Contractor's staff be immediately removed from working on the County Contract at any time during the term of the Contract. County will not provide to the Contractor or to the Contractor's staff any information obtained through the County conducted background clearance.

7.4.3 County may immediately, at the sole discretion of the County, deny or terminate facility access to the Contractor's staff who do not pass such investigation(s) to the satisfaction of the County whose background or conduct is incompatible with County facility access.

- 7.4.4** Disqualification, if any, of the Contractor's staff, pursuant to this sub-section 7.4, shall not relieve the Contractor of its obligation to complete all work in accordance with the terms and conditions of this Contract.

7.5 Confidentiality

- 7.5.1** Contractor shall maintain the confidentiality of all records and information in accordance with all applicable Federal, State and local laws, rules, regulations, ordinances, directives, guidelines, policies and procedures relating to confidentiality, including, without limitation, County policies concerning information technology security and the protection of confidential records and information.
- 7.5.2** Contractor shall indemnify, defend, and hold harmless County, its officers, employees, and agents, from and against any and all claims, demands, damages, liabilities, losses, costs and expenses, including, without limitation, defense costs and legal, accounting and other expert, consulting, or professional fees, arising from, connected with, or related to any failure by Contractor, its officers, employees, agents, or subcontractors, to comply with this sub-section 7.5, as determined by County in its sole judgment. Any legal defense pursuant to Contractor's indemnification obligations under this sub-section 7.5 shall be conducted by Contractor and performed by counsel selected by Contractor and approved by County. Notwithstanding the preceding sentence, County shall have the right to participate in any such defense at its sole cost and expense, except that in the event Contractor fails to provide County with a full and adequate defense, as determined by County in its sole judgment, County shall be entitled to retain its own counsel, including, without limitation, County Counsel, and reimbursement from Contractor for all such costs and expenses incurred by County in doing so. Contractor shall not have the right to enter into any settlement, agree to any injunction, or make any admission, in each case, on behalf of County without County's prior written approval.
- 7.5.3** Contractor shall inform all of its officers, employees, agents and subcontractors providing services hereunder of the confidentiality provisions of this Contract.
- 7.5.4** Contractor shall cause each employee performing services covered by this Contract to sign and adhere to the provisions of the "Contractor Employee Acknowledgment and Confidentiality Agreement", Attachment J-1.

-AND-

- 7.5.5** Contractor shall cause each non-employee performing services covered by this Contract to sign and adhere to the provisions of

the "Contractor Non-Employee Acknowledgment and Confidentiality Agreement", Attachment J-2.

8.0 STANDARD TERMS AND CONDITIONS

8.1 AMENDMENTS/CHANGE NOTICES

- 8.1.1** For any change which materially affects the scope of work, term, contract sum, payments, or any term or condition included under this Contract, an Amendment shall be prepared and executed by the County Board of Supervisors and the Contractor.
- 8.1.2** The County's Board of Supervisors or Chief Executive Officer (CEO) or designee may require the addition and/or change of certain terms and conditions in the Contract during the term of this Contract. The County reserves the right to add and/or change such provisions as required by the County's Board of Supervisors or CEO. To implement such changes, an Amendment to the Contract shall be prepared and executed by the Contractor and by the DPSS Director.
- 8.1.3** The County's Board of Supervisors, may at their sole discretion, authorize an extension of time to the contract where the Contractor agrees that such extensions of time shall not change any other term or condition of this Contract during the period of such extensions. To implement an extension of time, an Amendment to the Contract shall be prepared and executed by the Contractor and by the DPSS Director.
- 8.1.4** The County reserves the right to initiate Change Notices and Amendments that do not affect the contract term, contract sum, or payments, or other material term of the contract. All such changes shall be accomplished with an executed Change Notice signed by the Contractor and by CCA.
- 8.1.5** The DPSS Director may prepare and sign amendments to the contract without further action by the County Board of Supervisors under the following conditions:
 - 8.1.5.1** Amendments shall be in compliance with applicable County, State and Federal regulations.
 - 8.1.5.2** DPSS Director may, without further action by County's Board of Supervisors prepare and sign amendments to this contract which increase or decrease payments to Contractor which are commensurate with increases or decreases in the units of service being provided under this Contract under the following conditions:

1. County's total payments to Contractor shall not increase or decrease more than 15% per year; and
2. In the aggregate above the original maximum contract sum during the term of this contract.

8.1.5.3 DPSS shall obtain the approval of County Counsel and CEO for an amendment to this Contract.

8.1.5.4 DPSS Director will file a copy of all amendments with the Executive Office of the County Board of Supervisors and CEO within fifteen (15) days after execution of each amendment.

8.1.5.5 The County Board of Supervisors and the State of California has appropriated sufficient funds.

8.1.5.6 Any increase in any specific administrative fees established under Section 5.0, Contract Sum, shall not exceed fifteen percent (15%) annually and must be fully financed by State and federal funds. Any negotiated Contract augmentations shall be for additional units of services or for additional and necessary services that are required in order for Contractor to comply with changes in federal, State or County requirements.

8.2 ASSIGNMENT AND DELEGATION

8.2.1 The Contractor shall not assign its rights or delegate its duties under this Contract, or both, whether in whole or in part, without the prior written consent of County, in its discretion, and any attempted assignment or delegation without such consent shall be null and void. For purposes of this sub-paragraph, County consent shall require a written amendment to the Contract, which is formally approved and executed by the parties. Any payments by the County to any approved delegate or assignee on any claim under this Contract shall be deductible, at County's sole discretion, against the claims, which the Contractor may have against the County.

8.2.2 Shareholders, partners, members, or other equity holders of Contractor may transfer, sell, exchange, assign, or divest themselves of any interest they may have therein. However, in the event any such sale, transfer, exchange, assignment, or divestment is effected in such a way as to give majority control of Contractor to any person(s), corporation, partnership, or legal entity other than the majority controlling interest therein at the time of execution of the Contract, such disposition is an assignment

requiring the prior written consent of County in accordance with applicable provisions of this Contract.

8.2.3 Any assumption, assignment, delegation, or takeover of any of the Contractor's duties, responsibilities, obligations, or performance of same by any entity other than the Contractor, whether through assignment, subcontract, delegation, merger, buyout, or any other mechanism, with or without consideration for any reason whatsoever without County's express prior written approval, shall be a material breach of the Contract which may result in the termination of this Contract. In the event of such termination, County shall be entitled to pursue the same remedies against Contractor as it could pursue in the event of default by Contractor.

8.3 AUDIT SETTLEMENT

If, at any time during the term of the Contract or within five (5) years after the expiration or termination of the Contract, authorized representatives of County conduct an audit of Contractor regarding the services provided to the County hereunder, and if such audit finds that the County's dollar liability for such services is less than payments made by County to the Contractor, then Contractor agrees that the difference, at the Director's discretion, shall be either: 1) repaid forthwith by the Contractor to County by cash payment, or 2) at the County's option, credited against any future payments due by the County, to the Contractor, whether under this Contract or otherwise. If such audit finds that the County's dollar liability for services provided hereunder is more than payments made by the County to the Contractor, then the difference shall be paid to Contractor by the County provided that in no event shall the County's maximum obligation for this Contract exceed the funds appropriated by County for the purpose of this Contract.

8.4 AUTHORIZATION WARRANTY

The Contractor represents and warrants that the person executing this contract for the Contractor is an authorized agent who has actual authority to bind the Contractor to each and every term, condition, and obligation of this contract and that all requirements of the Contractor have been fulfilled to provide such actual authority.

8.5 BUDGET REDUCTIONS

In the event that the County's Board of Supervisors adopts, in any fiscal year, a County Budget which provides for reductions in the salaries and benefits paid to the majority of County employees and imposes similar reductions with respect to County Contracts, the County reserves the right to reduce its payment obligation under this Contract correspondingly for that fiscal year and any subsequent fiscal year during the term of this Contract (including any extensions), and the services to be provided by the Contractor under this Contract shall also be reduced correspondingly. The County's notice to the Contractor regarding said reduction in payment obligation shall be provided within thirty (30) calendar days of the Board's approval of such actions.

Except as set forth in the preceding sentence, the Contractor shall continue to provide all of the services set forth in this Contract.

8.6 CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AN VOLUNTARY EXCLUSION-LOWER TIER COVERED TRANSACTIONS (45 C.F.R. part 76)

Contractor hereby acknowledges that the County is prohibited from Contracting with and making sub-awards to parties that are suspended, debarred, ineligible, or excluded or whose principals are suspended, debarred, ineligible, or excluded from securing federally funded Contracts. By executing this Contract, Contractor certifies that neither it nor any of its owners, officers, partners, directors, or other principals is currently suspended, debarred, ineligible, or excluded from securing federally funded Contracts. Further by executing this Contract, Contractor certifies that, to its knowledge, none of its Subcontractors, at any tier, or any owner, officer, partner, director or other principal of any Subcontractors is currently suspended, debarred, ineligible, or excluded from securing federally funded Contracts. Contractor shall immediately notify County in writing, during the term of this Contract, should it or any of its Subcontractors or any principals of either are suspended, debarred, ineligible, or excluded form securing federally funded Contracts. Failure of Contractor to comply with this provision shall constitute a material breach of this Contract upon which the County may immediately terminate or suspend this Contract.

8.7 CHANGES OF ADDRESS

Either party can designate a new address by giving written notice to the other party.

8.8 CHILD/ELDER ABUSE/FRAUD REPORTING

Contractor staff working on this Contract shall comply with California Penal Code (hereinafter "PC") Section 11164 et seq. and shall report all known and suspected instances of child abuse to an appropriate child protective agency, as mandated by these code sections. Child abuse reports shall be made by telephone to the Department of Children and Family Services hotline at (800) 540-4000 within three (3) business days and shall submit all required information, in accordance with the PC Code Sections 11166 and 11167.

8.8.1 Contractor staff working on this Contract shall comply with California Welfare and Institutions Code (WIC), Section 15600 et seq. and shall report all known or suspected instances of physical abuse of elders and dependent adults either to an appropriate County adult protective services agency or to a local law enforcement agency, as mandated by these code sections. The Contractor staff working on this Agreement shall make the report on such abuse, and shall submit all required information, in accordance with the WIC Sections 15630, 15633 and 15633.5.

8.8.2 Contractor staff working on this Contract shall also immediately report all suspected or actual welfare fraud situations to the County.

8.9 COLLECTIVE BARGAINING AGREEMENT

To comply with California Department of Social Services Regulations Section 23-610 (d) (22), the Contractor agrees to provide to the County, upon request, a copy of any collective bargaining Contract covering employees providing services under the Contract.

8.10 COMPLAINTS

The Contractor shall develop, maintain and operate procedures for receiving, investigating and responding to user complaints. Within fifteen (15) business days after Contract effective date, the Contractor shall provide County with the Contractor's policy for receiving, investigating and responding to user complaints.

8.10.1 The County Contract Administrator (CCA) will review the Contractor's policy and provide the Contractor with approval of said plan or with requested changes.

8.10.2 If the CCA requests changes in the Contractor's policy, the Contractor shall make such changes and resubmit the plan within five (5) business days.

8.10.3 If, at any time, the Contractor wishes to change the Contractor's policy, the Contractor shall submit proposed changes to the County for approval before implementation.

The Contractor shall preliminarily investigate all complaints and notify the CCA of the status of the investigation within five (5) business days of receiving the complaint.

When complaints cannot be resolved informally, a system of follow-through shall be instituted which adheres to formal plans for specific actions and strict time deadlines. Copies of all written responses shall be sent to the CCA within three (3) business days of mailing to the complainant.

8.11 COMPLIANCE WITH AUDITOR-CONTROLLER CONTRACT ACCOUNTING AND ADMINISTRATION HANDBOOK

The Los Angeles County Auditor-Controller Contract Accounting and Administration Handbook is incorporated herein by reference and available at www.ladpss.org/dpss/contracts. Contractor shall comply at a minimum with the requirements set forth in the Contract Accounting and Administration Handbook.

8.12 COMPLIANCE WITH CIVIL RIGHTS LAW

The Contractor shall abide by the provisions of Title VI and Title VII of the Federal Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act (ADA) of 1975, the Food Stamp Act of 1977, the Americans with Disability Act of 1990, WIC Section 1000, California Department of Social Services Manual of Policies and Procedures, Division 21, and other applicable federal and State laws to ensure that employment practices and the delivery of social services programs are nondiscriminatory. Under this requirement the Contractor shall not discriminate on the basis of race, color, national origin, ancestry, political affiliation, religion, marital status, sex, age, gender or disability. The Contractor shall sign and adhere to the "Bidder's/Offeror's Non-Discrimination in Service Statement" (Attachment G) and "Contractor's EEO Certification" (Attachment L).

In addition, Contractor shall abide by all provisions contained in the Civil Rights Training Handbook. The Civil Rights Training Handbook, which was developed in compliance with the Resolution Agreement between Los Angeles County and the federal Office for Civil Rights of the Department of Health and Human Services, incorporates the Civil Rights requirements of the Agreement along with all other mandated federal and State requirements that must be adhered to by DPSS, its Contractors and Sub-contractors. They include, but are not limited to the following:

- Ensuring that public contact staff attend the mandatory DPSS-provided Civil Rights training (Attachment U);
- Effectively identifying the participant's designated/preferred language. This can be accomplished by using the DPSS *Language Designation* form (PA 481) or similar form the contractors already have in place. (Note: Similar forms that the contractors use must be forwarded to DPSS for clearance).
- Ensuring that notices sent to participants are in their respective designated/preferred language;
- Providing interpreters so that DPSS can ensure meaningful access to services for all participants;
- Maintaining records that include any Civil Rights related correspondence pertaining to participants, and documenting in the records whether language services and ADA accommodations were provided;
- Ensuring that all complaints of discriminatory treatment, including alleged ADA violations, are listed on an internal complaint log; and
- Collecting data necessary to monitor compliance with Civil Rights requirements.

A copy of the Civil Rights Training Handbook may be obtained by contacting the County Contract Administrator.

8.13 COMPLIANCE WITH THE COUNTY'S JURY SERVICE PROGRAM

8.13.1 Jury Service Program

This Contract is subject to the provisions of the County's ordinance entitled Contractor Employee Jury Service ("Jury Service Program") as codified in Sections 2.203.010 through 2.203.090 of the Los Angeles County Code, a copy of which is attached as Attachment K and incorporated by reference into and made a part of this Contract.

8.13.2 Written Employee Jury Service Policy

8.13.2.1 Unless Contractor has demonstrated to the County's satisfaction either that Contractor is not a "Contractor" as defined under the Jury Service Program (Section 2.203.020 of the County Code) or that Contractor qualifies for an exception to the Jury Service Program (Section 2.203.070 of the County Code), Contractor shall have and adhere to a written policy that provides that its Employees shall receive from the Contractor, on an annual basis, no less than five days of regular pay for actual jury service. The policy may provide that Employees deposit any fees received for such jury service with the Contractor or that the Contractor deduct from the Employee's regular pay the fees received for jury service.

8.13.2.2 For purposes of this sub-section 8.13.2, "Contractor" means a person, partnership, corporation, or other entity which has a contract with the County or a subcontract with a County Contractor and has received or will receive an aggregate sum of \$50,000 or more in any 12-month period under one or more County contracts or subcontracts. "Employee" means any California resident who is a full-time employee of Contractor. "Full-time" means 40 hours or more worked per week or a lesser number of hours if:

- 1) The lesser number is a recognized industry standard as determined by the County, or
- 2) Contractor has a long-standing practice that defines the lesser number of hours as full-time. Full-time employees providing short-term, temporary services of 90 days or less within a 12-month period are not considered full-time for purposes of the Jury Service Program. If Contractor uses any

Subcontractor to perform services for the County under the Contract, the Subcontractor shall also be subject to the provisions of this sub-paragraph. The provisions of this sub-section 8.13.2 shall be inserted into any such subcontract agreement and a copy of the Jury Service Program shall be attached to the agreement.

8.13.2.3 If Contractor is not required to comply with the Jury Service Program when the Contract commences, Contractor shall have a continuing obligation to review the applicability of its "exception status" from the Jury Service Program, and Contractor shall immediately notify County if Contractor at any time either comes within the Jury Service Program's definition of "Contractor" or if Contractor no longer qualifies for an exception to the Jury Service Program. In either event, Contractor shall immediately implement a written policy consistent with the Jury Service Program. The County may also require, at any time during the Contract and at its sole discretion, that Contractor demonstrate to the County's satisfaction that Contractor either continues to remain outside of the Jury Service Program's definition of "Contractor" and/or that Contractor continues to qualify for an exception to the Program.

8.13.2.4 Contractor's violation of this sub-section of the Contract may constitute a material breach of the Contract. In the event of such material breach, County may, in its sole discretion, terminate the Contract and/or bar Contractor from the award of future County contracts for a period of time consistent with the seriousness of the breach.

8.14 CONFLICT OF INTEREST

8.14.1 No County employee whose position with the County enables such employee, to influence the award of this Contract or any competing Contract, and no spouse or economic dependent of such employee, shall be employed in any capacity by the Contractor or have any other direct or indirect financial interest in this Contract. No officer or employee of the Contractor who may financially benefit from the performance of work hereunder shall in any way participate in the County's approval, or ongoing evaluation, of such work, or in any way attempt to unlawfully influence the County's approval or ongoing evaluation of such work.

8.14.2 The Contractor shall comply with all conflict of interest laws, ordinances, and regulations now in effect or hereafter to be enacted during the term of this Contract. The Contractor warrants

that it is not now aware of any facts that create a conflict of interest. If the Contractor hereafter becomes aware of any facts that might reasonably be expected to create a conflict of interest, it shall immediately make full written disclosure of such facts to the County. Full written disclosure shall include, but is not limited to, identification of all persons implicated and a complete description of all relevant circumstances. Failure to comply with the provisions of this Sub-paragraph shall be a material breach of this Contract.

8.15 CONSIDERATION OF HIRING COUNTY EMPLOYEES TARGETED FOR LAYOFF/OR RE-EMPLOYMENT LIST

Should the Contractor require additional or replacement personnel after the effective date of this Contract to perform the services set forth herein, the Contractor shall give first consideration for such employment openings to qualified, permanent County employees who are targeted for layoff or qualified, former County employees who are on a re-employment list during the life of this Contract.

8.16 CONSIDERATION OF HIRING GAIN/GROW PROGRAM PARTICIPANTS

Should the Contractor require additional or replacement personnel after the effective date of this Contract, the Contractor shall give consideration for any such employment openings to participants in the County's Department of Public Social Services Greater Avenues for Independence (GAIN) Program or General Relief Opportunities for Work (GROW) Program who meet the Contractor's minimum qualifications for the open position. For this purpose, consideration shall mean that the Contractor will interview qualified candidates. The County will refer GAIN/GROW participants by job category to the Contractor. In the event that both laid-off County employees and GAIN/GROW participants are available for hiring, County employees shall be given first priority.

8.17 CONTRACTOR'S CHARITABLE ACTIVITIES COMPLIANCE

The Supervision of Trustee and Fundraisers for Charitable Purposes Act regulates entities receiving or raising charitable contributions. The "Nonprofit Integrity Act of 2004" (SB 1262, Chapter 919) increased Charitable Purposes Act requirements. By requiring Contractors to complete the certification in Attachment I, the County seeks to ensure that all County Contractors which receive or raise charitable contributions comply with the California law in order to protect the County and its taxpayers. A Contractor which receives or raises charitable contributions without complying with its obligations under California law commits a material breach subjecting it to either Contract termination or debarment proceedings or both. (County Code Chapter 2.202)

8.18 CONTRACTOR'S RESPONSIBILITY AND DEBARMENT

8.18.1 Responsible Contractor

A responsible Contractor is a Contractor who has demonstrated the attribute of trustworthiness, as well as quality, fitness, capacity and experience to satisfactorily perform the contract. It is the County's policy to conduct business only with responsible Contractors.

8.18.2 Chapter 2.202 of the County Code

The Contractor is hereby notified that, in accordance with Chapter 2.202 of the County Code, if the County acquires information concerning the performance of the Contractor on this or other contracts which indicates that the Contractor is not responsible, the County may, in addition to other remedies provided in the Contract, debar the Contractor from bidding or proposing on, or being awarded, and/or performing work on County contracts for a specified period of time, which generally will not exceed five years but may exceed five years or be permanent if warranted by the circumstances, and terminate any or all existing Contracts the Contractor may have with the County.

8.18.3 Non-responsible Contractor

The County may debar a Contractor if the Board of Supervisors finds, in its discretion, that the Contractor has done any of the following: (1) violated a term of a contract with the County or a nonprofit corporation created by the County, (2) committed an act or omission which negatively reflects on the Contractor's quality, fitness or capacity to perform a contract with the County, any other public entity, or a nonprofit corporation created by the County, or engaged in a pattern or practice which negatively reflects on same, (3) committed an act or offense which indicates a lack of business integrity or business honesty, or (4) made or submitted a false claim against the County or any other public entity.

8.18.4 Contractor Hearing Board

1. If there is evidence that the Contractor may be subject to debarment, the Department will notify the Contractor in writing of the evidence which is the basis for the proposed debarment and will advise the Contractor of the scheduled date for a debarment hearing before the Contractor Hearing Board.
2. The Contractor Hearing Board will conduct a hearing where evidence on the proposed debarment is presented. The Contractor and/or the Contractor's representative shall be given an opportunity to submit evidence at that hearing.

After the hearing, the Contractor Hearing Board shall prepare a tentative proposed decision, which shall contain a recommendation regarding whether the Contractor should be debarred, and, if so, the appropriate length of time of the debarment. The Contractor and the Department shall be provided an opportunity to object to the tentative proposed decision prior to its presentation to the Board of Supervisors.

3. After consideration of any objections, or if no objections are submitted, a record of the hearing, the proposed decision, and any other recommendation of the Contractor Hearing Board shall be presented to the Board of Supervisors. The Board of Supervisors shall have the right to modify, deny, or adopt the proposed decision and recommendation of the Contractor Hearing Board.
4. If a Contractor has been debarred for a period longer than five (5) years, that Contractor may after the debarment has been in effect for at least five (5) years, submit a written request for review of the debarment determination to reduce the period of debarment or terminate the debarment. The County may, in its discretion, reduce the period of debarment or terminate the debarment if it finds that the Contractor has adequately demonstrated one or more of the following: (1) elimination of the grounds for which the debarment was imposed; (2) a bona fide change in ownership or management; (3) material evidence discovered after debarment was imposed; or (4) any other reason that is in the best interests of the County.
5. The Contractor Hearing Board will consider a request for review of a debarment determination only where (1) the Contractor has been debarred for a period longer than five (5) years; (2) the debarment has been in effect for at least five (5) years; and (3) the request is in writing, states one or more of the grounds for reduction of the debarment period or termination of the debarment, and includes supporting documentation. Upon receiving an appropriate request, the Contractor Hearing Board will provide notice of the hearing on the request. At the hearing, the Contractor Hearing Board shall conduct a hearing where evidence on the proposed reduction of debarment period or termination of debarment is presented. This hearing shall be conducted and the request for review decided by the Contractor Hearing Board pursuant to the same procedures as for a debarment hearing.
6. The Contractor Hearing Board's proposed decision shall contain a recommendation on the request to reduce the period of debarment or terminate the debarment. The Contractor Hearing Board shall present its proposed

decision and recommendation to the Board of Supervisors. The Board of Supervisors shall have the right to modify, deny, or adopt the proposed decision and recommendation of the Contractor Hearing Board.

8.18.5 Subcontractors of Contractor

These terms shall also apply to Subcontractors of County Contractors.

8.19 CONTRACTOR'S ACKNOWLEDGMENT OF COUNTY'S COMMITMENT TO THE SAFELY SURRENDERED BABY LAW

The Contractor acknowledges that the County places a high priority on the implementation of the Safely Surrendered Baby Law. The Contractor understands that it is the County's policy to encourage all County Contractors to voluntarily post the County's "Safely Surrendered Baby Law" poster in a prominent position at the Contractor's place of business. Department of Public Social Services will supply the Contractor with the poster to be used. The Contractor shall notify and provide to its employees, and shall require each Subcontractor to notify and provide to its employees, a fact sheet regarding the Safely Surrendered Baby Law, its implementation in Los Angeles County, and where and how to safely surrender a baby. The fact sheet is set forth in Attachment T of this Contract and is also available on the Internet at www.babysafela.org for printing purposes.

8.20 CONTRACTOR'S WARRANTY OF ADHERENCE TO COUNTY'S CHILD SUPPORT COMPLIANCE PROGRAM

8.20.1 The Contractor acknowledges that the County has established a goal of ensuring that all individuals who benefit financially from County through contracts are in compliance with their court-ordered child, family and spousal support obligations in order to mitigate the economic burden otherwise imposed upon the County and its taxpayers.

8.20.2 As required by the County's Child Support Compliance Program (County Code Chapter 2.200) and without limiting the Contractor's duty under this Contract to comply with all applicable provisions of law, Contractor warrants that it is now in compliance and shall during the term of this Contract maintain compliance with employment and wage reporting requirements as required by the Federal Social Security Act (42 USC Section 653a) and California Unemployment Insurance Code Section 1088.5, and shall implement all lawfully served Wage and Earnings Withholding Orders or CSSD Notices of Wage and Earnings Assignment for Child, Family, or Spousal Support, pursuant to Code of Civil Procedure Section 706.031 and Family Code Section 5246(b).

8.21 COUNTY'S QUALITY ASSURANCE PLAN

The County or its agent will evaluate the Contractor's performance under this Contract on not less than an annual basis. Such evaluation will include assessing the Contractor's compliance with all Contract terms and conditions and performance standards. Contractor deficiencies which the County determines are severe or continuing and that may place performance of the Contract in jeopardy if not corrected will be reported to the Board of Supervisors. The report will include improvement/corrective action measures taken by the County and the Contractor. If improvement does not occur consistent with the corrective action measures, the County may terminate this Contract or impose other deductions as specified in this Contract.

8.22 CONTRACTOR'S CERTIFICATION OF BILINGUAL STAFF

Contractor must have a certification process in place to ensure that bilingual staff is proficient in oral and/or written communication in English and in the specified non-English language(s). Upon request, Contractor shall provide County with standards/process used to certify proficiency of bilingual staff.

8.23 COUNTY AUDITING OF CONTRACTOR RECORDS

Upon a minimum of twenty-four (24) hours' written notice, the County may audit, at the Contractor's place of business, any of the Contractor's records pertaining to the Contract, including all documents and information relating to the certified monitoring reports. The Contractor is required to maintain all such records in California until the expiration of four (4) years from the date of final payment under the Contract. Authorized agents of the County shall have access to all such records during normal business hours for the entire period that records are to be maintained.

8.24 COVENANTS AGAINST FEES

Contractor warrants and represents that no person or selling agency has been employed or retained to solicit or secure this Contract upon an agreement or understanding for a commission, percentage, brokerage or contingent fee, excepting bona fide employees or bona fide established commercial or selling agencies maintained or employed by the Contractor for the purpose of securing business. For breach or violation of this warranty, the County shall have the right to terminate this Contract and recover the full amount of such commission, percentage, brokerage or contingent fee.

8.25 CRIMINAL CLEARANCES

8.25.1 For the safety and welfare of the children to be served under this Agreement, Contractor agrees, as permitted by law, to ascertain arrest and conviction records for all current and prospective employees, independent Contractors, volunteers or subcontractors who may come in contact with children in the course of their work, volunteer activity or performance of the

subcontract and shall maintain such records in the file of each such person.

8.25.2 Contractor shall immediately notify County of any arrest and/or subsequent conviction, other than for minor traffic offenses, of any employee, independent Contractor, volunteer staff or Subcontractor who may come in contact with children while providing services under this Agreement when such information becomes known to Contractor.

8.25.3 Contractor agrees not to engage or continue to engage the services of any person convicted of any crime involving harm to children, or any crime involving conduct inimical to the health, moral, welfare or safety of others, including but not limited to the offenses specified in Health and Safety Code, Section 11590 (offenses requiring registration as a controlled substance offender) those defined in the following Penal code sections or any other existing or future Penal Code sections which address such crimes: 261.5, 220, 243.4, 245, 264.1, 272, 273a, 273ab, 273d, 273g, 273.5, 286, 288, 288a, 290, 314, 368 (b), 647(a) (b), 647.6, and 667.5 (c).

8.26 DAMAGE TO COUNTY FACILITIES, BUILDINGS, OR GROUNDS

8.26.1 The Contractor shall repair, or cause to be repaired, at its own cost, any and all damage to County facilities, buildings, or grounds caused by Contractor or employees or agents of Contractor. Such repairs shall be made immediately after Contractor has become aware of such damage, but in no event later than thirty (30) days after the occurrence.

8.26.2 If Contractor fails to make timely repairs, County may make any necessary repairs. All costs incurred by County, as determined by County, for such repairs shall be repaid by Contractor by cash payment upon demand.

8.27 DISPUTES

Any disputes between the County and the Contractor regarding the performance of services reflected in this Contract shall be brought to the attention of the CCA. If the CCA is not able to resolve the dispute, it shall be resolved by the DPSS Director or his designee, and the Director's or his designee's decision shall be final.

8.28 DISCLOSURE OF INFORMATION

8.28.1 Contractor shall not disclose any details in connection with this Contract to any party, except as may be otherwise provided herein or required by law. However, in recognizing the Contractor's need to identify its services and related clients to sustain it, County will

not inhibit the Contractor from publicizing its role under the Contract within the following conditions:

- 8.28.2** Contractor shall develop all publicity material in a professional manner. During the course of performance on this Contract, the Contractor, its employees, agents, and Subcontractors shall not publish or disseminate commercial advertisements, press releases, opinions or feature articles, or other materials, using the name of the County without the prior written consent of the Director. In no event shall the Contractor use any material which identifies any individual by name or picture as an applicant for or participant of services provided by DPSS. Contractor may, without prior written permission of the County, indicate in its proposals and sales materials that it has been awarded this Contract with the County of Los Angeles, provided, however, that the requirements of this sub-section 8.28 shall apply.
- 8.28.3** The Contractor shall bring to the attention of the County Contract Administrator and/or County Project Director any dispute between the County and the Contractor regarding the performance of services as stated in this contract. If the County Contract Administrator or County Project Director is not able to resolve the dispute, the Department Head, or designee shall resolve it.

8.29 EMPLOYEE SAFETY

The Contractor will assure that the Contractor's employees:

- 8.29.1** Are covered by an effective Injury and Illness Prevention Program.
- 8.29.2** Receive all required general and specific training on employee safety.

8.30 EMPLOYMENT ELIGIBILITY VERIFICATION

- 8.30.1** The Contractor warrants that it fully complies with all federal and State statutes and regulations regarding the employment of aliens and others, and that all its employees performing work under this Contract meet the citizenship or alien status requirements set forth in Federal and State statutes and regulations.
- 8.30.2** The Contractor shall obtain, from all employees performing work hereunder, all verification and other documentation of employment eligibility status required by Federal and State statutes and regulations including, but not limited to, the Immigration Reform and Control Act of 1986, (P.L. 99-603), or as they currently exist and as they may be hereafter amended. The Contractor shall retain all such documentation for all covered employees for the period prescribed by law. The Contractor shall indemnify, defend, and hold harmless, the County, its agents, officers, and employees from employer sanctions and any other liability which

may be assessed against the Contractor or the County or both in connection with any alleged violation of any federal or State statutes or regulations pertaining to the eligibility for employment of any persons performing work under this Contract.

8.31 FACSIMILE REPRESENTATION

The County and the Contractor hereby agree to regard facsimile representations of original signatures of authorized officers of each party, when appearing in appropriate places on the Amendments/Change Notices prepared pursuant to sub-section 8.1, and received via communications facilities, as legally sufficient evidence that such original signatures have been affixed to Amendments to this Contract, such that the parties need not follow up facsimile transmissions of such documents with subsequent (non-facsimile) transmission of "original" versions of such documents.

8.32 FAIR LABOR STANDARDS

The Contractor shall comply with all applicable provisions of the Federal Fair Labor Standards Act and shall indemnify, defend, and hold harmless the County and its agents, officers, and employees from any and all liability, including, but not limited to, wages, overtime pay, liquidated damages, deductions, court costs, and attorneys' fees arising under any wage and hour law, including, but not limited to, the Federal Fair Labor Standards Act, for work performed by the Contractor's employees for which the County may be found jointly or solely liable.

8.33 FISCAL ACCOUNTABILITY

Contractor shall adhere to strict fiscal and accounting standards and must comply with the Cost Principles of the Office of Management and Budget (OMB) Circular A-87, Cost Principles for States, Local, and Indian Tribal Governments; Circular A-122, Cost Principles for Non-Profit Organizations; and Circular A-133, Audits for States, Local Governments and Non-Profit Organizations.

8.34 FORCE MAJEURE

8.34.1 Neither party shall be liable for such party's failure to perform its obligations under and in accordance with this Contract, if such failure arises out of fires, floods, epidemics, quarantine restrictions, other natural occurrences, strikes, lockouts (other than a lockout by such party or any of such party's subcontractors), freight embargoes, or other similar events to those described above, but in every such case the failure to perform must be totally beyond the control and without any fault or negligence of such party (such events are referred to in this subparagraph as "force majeure events").

8.34.2 Notwithstanding the foregoing, a default by a subcontractor of Contractor shall not constitute a force majeure event, unless such

default arises out of causes beyond the control of both Contractor and such subcontractor, and without any fault or negligence of either of them. In such case, Contractor shall not be liable for failure to perform, unless the goods or services to be furnished by the subcontractor were obtainable from other sources in sufficient time to permit Contractor to meet the required performance schedule. As used in this sub-paragraph, the term "subcontractor" and "subcontractors" mean subcontractors at any tier.

- 8.34.3** In the event Contractor's failure to perform arises out of a force majeure event, Contractor agrees to use commercially reasonable best efforts to obtain goods or services from other sources, if applicable, and to otherwise mitigate the damages and reduce the delay caused by such force majeure event.

8.35 GOVERNMENT OBSERVATIONS

Federal, State, County and/or research personnel, in addition to departmental contracting staff, may observe performance, activities, or review documents required under this Contract at any time during normal working hours. However, these personnel may not unreasonably interfere with the Contractor performance.

8.36 GOVERNING LAW, JURISDICTION, AND VENUE

This Contract shall be governed by and construed in accordance with and governed by the laws of the State of California. Any reference to a specific statute, regulation, or other law is deemed to include a reference to any amendment thereto as of the effective date of such amendment, further, this Contract shall be interpreted, and the parties' duties and obligations under this Contract shall be consistent with, any amendment to any applicable statute, regulation, or any other law which occurs after the effective date of this Contract. Contractor agrees and consents to the exclusive jurisdiction of the courts of the State of California for all purposes regarding this Contract and further agrees and consents that venue of any action brought hereunder shall be exclusively in the County of Los Angeles, California, Central Division.

8.37 INDEMNIFICATION

The Contractor shall indemnify, defend and hold harmless the County, its Special Districts, elected and appointed officers, employees, and agents from and against any and all liability, including but not limited to demands, claims, actions, fees, costs, and expenses (including attorney and expert witness fees), arising from or connected with the Contractor's acts and/or omissions arising from and/or relating to this Contract.

8.38 INDEPENDENT CONTRACTOR STATUS

- 8.38.1** This Contract is by and between the County and the Contractor and is not intended, and shall not be construed, to create the relationship of agent, servant, employee, partnership, joint venture,

or association, as between the County and the Contractor. The employees and agents of one party shall not be, or be construed to be, the employees or agents of the other party for any purpose whatsoever.

8.38.2 The Contractor shall be solely liable and responsible for providing to, or on behalf of, all persons performing work pursuant to this Contract all compensation and benefits. The County shall have no liability or responsibility for the payment of any salaries, wages, unemployment benefits, disability benefits, Federal, State, or local taxes, or other compensation, benefits, or taxes for any personnel provided by or on behalf of the Contractor.

8.38.3 The Contractor understands and agrees that all persons performing work pursuant to this Contract are, for purposes of Workers' Compensation liability, solely employees of the Contractor and not employees of the County. The Contractor shall be solely liable and responsible for furnishing all Workers' Compensation benefits to any person as a result of any injuries arising from or connected with any work performed by or on behalf of the Contractor pursuant to this Contract.

8.38.4 The Contractor shall adhere to the provisions stated in sub-section 7.5 Confidentiality.

8.39 GENERAL PROVISIONS FOR ALL INSURANCE COVERAGE

Without limiting the Contractor's indemnification of County and in the performance of this Contract, and until all of its obligations pursuant to this Contract have been met, Contractor shall provide and maintain, at its own expense insurance coverage satisfying the requirements specified in sub-sections 8.39 and 8.40 of this Contract, and shall require all of its Subcontractors to maintain, the following programs of insurance specified in this Contract. These minimum insurance coverage terms, types and limits (the "Required Insurance") also are in addition to and separate from any other contractual obligation imposed upon Contractor pursuant to this Contract. The County in no way warrants that the Required Insurance is sufficient to protect the Contractor for liabilities which may arise from or relate to this Contract.

8.39.1 Evidence of Coverage and Notice to County

- Certificate(s) of insurance coverage (Certificate) satisfactory to County, and a copy of an Additional Insured endorsement confirming County and its Agents (defined below) has been given Insured status under the Contractor's General Liability policy, shall be delivered to County at the address shown below and provided prior to commencing services under this Contract.
- Renewal Certificates shall be provided to County not less than 10 days prior to Contractor's policy expiration dates. The

County reserves the right to obtain complete, certified copies of any required Contractor and/or Sub-Contractor insurance policies at any time.

- Certificates shall identify all Required Insurance coverage types and limits specified herein, reference this Contract by name or number, and be signed by an authorized representative of the insurer(s). The Insured party named on the Certificate shall match the name of the Contractor identified as the contracting party in this Contract. Certificates shall provide the full name of each insurer providing coverage, its NAIC (National Association of Insurance Commissioners) identification number, its financial rating, the amounts of any policy deductibles or self-insured retentions exceeding fifty thousand (\$50,000.00) dollars, and list any County required endorsement forms.
- Neither the County's failure to obtain, nor the County's receipt of, or failure to object to a non-complying insurance certificate or endorsement, or any other insurance documentation or information provided by the Contractor, its insurance broker(s) and/or insurer(s), shall be construed as a waiver of any of the Required Insurance provisions.

Certificates and copies of any required endorsements shall be sent to:

Department of Public Social Services
Attn: Maria P. Rodriguez, Director
Contract Management Division, Section I
12900 Crossroads Parkway South, 2nd Floor
City of Industry, CA 91746

Contractor also shall promptly report to County any injury or property damage accident or incident, including any injury to a Contractor employee occurring on County property, and any loss, disappearance, destruction, misuse, or theft of County property, monies or securities entrusted to Contractor. Contractor also shall promptly notify County of any third party claim or suit filed against Contractor or any of its Sub-Contractors which arises from or relates to this Contract, and could result in the filing of a claim or lawsuit against Contractor and/or County.

8.39.2 Additional Insured Status and Scope of Coverage

The County of Los Angeles, its Special Districts, Elected Officials, Officers, Agents, Employees and Volunteers (collectively County and its Agents) shall be provided additional insured status under Contractor's General Liability policy with respect to liability arising out of Contractor's ongoing and completed operations performed on behalf of the County. County and its Agents additional insured status shall apply with respect to liability and defense of suits

arising out of the Contractor's acts or omissions, whether such liability is attributable to the Contractor or to the County. The full policy limits and scope of protection also shall apply to the County and its Agents as an additional insured, even if they exceed the County's minimum Required Insurance specifications herein. Use of an automatic additional insured endorsement form is acceptable providing it satisfies the Required Insurance provisions herein.

8.39.3 Cancellation of Insurance

Except in the case of cancellation for non-payment of premium, Contractor's insurance policies shall provide, and Certificates shall specify, that County shall receive not less than thirty (30) days advance written notice by mail of any cancellation of the Required Insurance. Ten (10) days prior notice may be given to County in event of cancellation for non-payment of premium.

8.39.4 Failure to Maintain Insurance

Contractor's failure to maintain or to provide acceptable evidence that it maintains the Required Insurance shall constitute a material breach of the Contract, upon which County immediately may withhold payments due to Contractor, and/or suspend or terminate this Contract. County, at its sole discretion, may obtain damages from Contractor resulting from said breach.

8.39.5 Insurer Financial Ratings

Coverage shall be placed with insurers acceptable to the County with A.M. Best ratings of not less than A:VII unless otherwise approved by County.

8.39.6 Contractor's Insurance Shall Be Primary

Contractor's insurance policies, with respect to any claims related to this Contract, shall be primary with respect to all other sources of coverage available to Contractor. Any County maintained insurance or self-insurance coverage shall be in excess of and not contribute to any Contractor coverage.

8.39.7 Waivers of Subrogation

To the fullest extent permitted by law, the Contractor hereby waives its rights and its insurer(s)' rights of recovery against County under all the Required Insurance for any loss arising from or relating to this Contract. The Contractor shall require its insurers to execute any waiver of subrogation endorsements which may be necessary to effect such waiver.

8.39.8 Sub-Contractor Insurance Coverage Requirements

Contractor shall include all Sub-Contractors as insureds under Contractor's own policies, or shall provide County with each Sub-Contractor's separate evidence of insurance coverage. Contractor shall be responsible for verifying each Sub-Contractor complies with the Required Insurance provisions herein, and shall require that each Sub-Contractor name the County and Contractor as additional insureds on the Sub-Contractor's General Liability policy. Contractor shall obtain County's prior review and approval of any Sub-Contractor request for modification of the Required Insurance.

8.39.9 Deductibles and Self-Insured Retentions (SIRs)

Contractor's policies shall not obligate the County to pay any portion of any Contractor deductible or SIR. The County retains the right to require Contractor to reduce or eliminate policy deductibles and SIRs as respects the County, or to provide a bond guaranteeing Contractor's payment of all deductibles and SIRs, including all related claims investigation, administration and defense expenses. Such bond shall be executed by a corporate surety licensed to transact business in the State of California.

8.39.10 Claims Made Coverage

If any part of the Required Insurance is written on a claims made basis, any policy retroactive date shall precede the effective date of this Contract. Contractor understands and agrees it shall maintain such coverage for a period of not less than three (3) years following Contract expiration, termination or cancellation.

8.39.11 Application of Excess Liability Coverage

Contractors may use a combination of primary, and excess insurance policies which provide coverage as broad as ("follow form" over) the underlying primary policies, to satisfy the Required Insurance provisions.

8.39.12 Separation of Insureds

All liability policies shall provide cross-liability coverage as would be afforded by the standard ISO (Insurance Services Office, Inc.) separation of insureds provision with no insured versus insured exclusions or limitations.

8.39.13 Alternative Risk Financing Programs

The County reserves the right to review, and then approve, Contractor use of self-insurance, risk retention groups, risk purchasing groups, pooling arrangements and captive insurance

to satisfy the Required Insurance provisions. The County and its Agents shall be designated as an Additional Covered Party under any approved program.

8.39.14 County Review and Approval of Insurance Requirements

The County reserves the right to review and adjust the Required Insurance provisions, conditioned upon County's determination of changes in risk exposures.

8.40 INSURANCE COVERAGE

8.40.1 Commercial General Liability insurance (providing scope of coverage equivalent to ISO policy form CG 00 01), naming County and its Agents as an additional insured, with limits of not less than:

General Aggregate:	\$2 million
Products/Completed Operations Aggregate:	\$1 million
Personal and Advertising Injury:	\$1 million
Each Occurrence:	\$1 million

8.40.2 Automobile Liability insurance (providing scope of coverage equivalent to ISO policy form CA 00 01) with limits of not less than \$1 million for bodily injury and property damage, in combined or equivalent split limits, for each single accident. Insurance shall cover liability arising out of Contractor's use of autos pursuant to this Contract, including owned, leased, hired, and/or non-owned autos, as each may be applicable.

8.40.3 Workers Compensation and Employers' Liability insurance or qualified self-insurance satisfying statutory requirements, which includes Employers' Liability coverage with limits of not less than \$1 million per accident. If Contractor will provide leased employees, or, is an employee leasing or temporary staffing firm or a professional employer organization (PEO), coverage also shall include an Alternate Employer Endorsement (providing scope of coverage equivalent to ISO policy form WC 00 03 01 A) naming the County as the Alternate Employer, and the endorsement form shall be modified to provide that County will receive not less than thirty (30) days advance written notice of cancellation of this coverage provision. If applicable to Contractor's operations, coverage also shall be arranged to satisfy the requirements of any federal workers or workmen's compensation law or any federal occupational disease law.

8.40.4 Sexual Misconduct Liability insurance covering actual or alleged claims for sexual misconduct and/or molestation with limits of not less than \$2 million per claim and \$2 million aggregate, and claims for negligent employment, investigation, supervision, training or retention of, or failure to report to proper authorities, a

person(s) who committed any act of abuse, molestation, harassment, mistreatment or maltreatment of a sexual nature.

- 8.40.5 Property Coverage** Contractors given exclusive use of County owned or leased property shall carry property coverage at least as broad as that provided by the ISO special causes of loss (ISO policy form CP 10 30) form. The County and its Agents shall be named as an Additional Insured and Loss Payee on Contractor's insurance as its interests may appear. Automobiles and mobile equipment shall be insured for their actual cash value. Real property and all other personal property shall be insured for their full replacement value.

8.41 LIQUIDATED DAMAGES

- 8.41.1** If, in the judgment of the DPSS Director, the Contractor is deemed to be non-compliant with the terms and obligations assumed hereby, the DPSS Director, or his/her designee, at his/her option, in addition to, or in lieu of, other remedies provided herein, may withhold the entire monthly payment or deduct pro rata from the Contractor's invoice for work not performed. A description of the work not performed and the amount to be withheld or deducted from payments to the Contractor from the County, will be forwarded to the Contractor by the DPSS Director, or his/her designee, in a written notice describing the reasons for said action.
- 8.41.2** If the DPSS Director determines that there are deficiencies in the performance of this Contract that the DPSS Director deems are correctable by the Contractor over a certain time span, the DPSS Director will provide a written notice to the Contractor to correct the deficiency within specified time frames. Should the Contractor fail to correct deficiencies within said time frame, the DPSS Director may:
- a. Deduct from the Contractor's payment, pro rata, those applicable portions of the Monthly Contract Sum; and/or
 - b. Deduct liquidated damages. The parties agree that it will be impracticable or extremely difficult to fix the extent of actual damages resulting from the failure of the Contractor to correct a deficiency within the specified time frame. The parties hereby agree that under the current circumstances a reasonable estimate of such damages shall be that which is specified in Attachment A, Technical Exhibit 12.2, Performance Requirements Summary (PRS) Chart, and that the Contractor shall be liable to the County for liquidated damages in said amount. Said amount shall be deducted from the County's payment to the Contractor; and/or
 - c. Upon giving five (5) days notice to the Contractor for failure to correct the deficiencies, the County may correct any

and all deficiencies and the total costs incurred by the County for completion of the work by an alternate source, whether it be County forces or separate private Contractor, will be deducted and forfeited from the payment to the Contractor from the County, as determined by the County.

8.41.3 The action noted in sub-paragraph 8.41.2 shall not be construed as a penalty, but as adjustment of payment to the Contractor to recover the County cost due to the failure of the Contractor to complete or comply with the provisions of this Contract.

8.41.4 This Subsection shall not, in any manner, restrict or limit the County's right to damages for any breach of this Contract provided by law or as specified in the PRS or sub-paragraph 8.41.2, and shall not, in any manner, restrict or limit the County's right to terminate this Contract as agreed to herein.

8.42 LIMITATION OF COUNTY'S OBLIGATION DUE TO NON-APPROPRIATION OF FUNDS

8.42.1 The County's obligation is payable only and solely from funds appropriated for the purpose of this Contract.

8.42.2 Notwithstanding any other provision of this Contract, this Contract shall be effective and binding upon the parties only in the event that sufficient funds for the purpose hereof are appropriated by the State and by the County's Board of Supervisors.

8.42.3 County shall immediately notify Contractor in writing of such non-appropriation at the earliest possible date.

8.42.4 In the event of non-appropriation of funds, procedures in Termination for Convenience of County, Section 8.66 shall apply.

8.43 LOCAL SMALL BUSINESS ENTERPRISE (SBE) PROGRAM

This Contract is subject to the provisions of the County's ordinance entitled Local Small Business Enterprise Preference Program, as codified in Chapter 2.204 of the Los Angeles County Code. Contractor shall not knowingly and with the intent to defraud, fraudulently obtain, retain, attempt to obtain or retain, or aid another in fraudulently obtaining or retaining, or attempting to obtain certification as a Local Small Business Enterprise. Contractor shall not willfully and knowingly make a false statement with the intent to defraud, whether by affidavit, report, or other representation, to a County official or employee for the purpose of influencing the certification or denial of certification of any entity as a Local Small Business Enterprise.

If Contractor has obtained County certification as a Local Small Business Enterprise by reason of having furnished incorrect supporting information or by reason of having withheld information, and knew, or should have known, the information furnished was incorrect or the information withheld was

relevant to its request for certification, and which by reason of such certification has been awarded this Contract to which it would not otherwise have been entitled, shall:

1. Pay to the County any difference between the Contract amount and what the County's costs would have been if the Contract had been properly awarded;
2. In addition to the amount described in paragraph 1 above, be assessed a penalty in an amount of not more than 10 percent of the amount of the Contract; and
3. Be subject to the provisions of Chapter 2.202 of the Los Angeles County Code (Determinations of Contractor Non-responsibility and Contractor Debarment).

The above penalties shall also apply to any business that has previously obtained proper certification, however, as a result of a change in their status would no longer be eligible for certification, and fails to notify the State and the County's Office of Affirmative Action Compliance of this information prior to responding to a solicitation or accepting a contract award.

8.44 MOST FAVORED PUBLIC ENTITY

If the Contractor's prices decline, or should the Contractor at any time during the term of this Contract provide the same goods or services under similar quantity and delivery conditions to the State of California or any County, municipality, or district of the State at prices below those set forth in this Contract, then such lower prices shall be immediately extended to the County.

8.45 NON-DISCRIMINATION AND AFFIRMATIVE ACTION

- 8.45.1** The Contractor certifies and agrees that all persons employed by it, its affiliates, subsidiaries, or holding companies are and shall be treated equally without regard to or because of race, color, religion, ancestry, national origin, sex, age, physical or mental disability, marital status, or political affiliation, in compliance with all applicable Federal and State anti-discrimination laws and regulations.
- 8.45.2** The Contractor shall certify to, and comply with, the provisions of Attachment L, Bidder's/Offerror's EEO Certification.
- 8.45.3** The Contractor shall take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to race, color, religion, ancestry, national origin, sex, age, physical or mental disability, marital status, or political affiliation, in compliance with all applicable Federal and State anti-discrimination laws and regulations. Such action shall include, but is not limited to: employment, upgrading, demotion, transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship.

- 8.45.4** The Contractor certifies and agrees that it will deal with its Subcontractors, bidders or vendors without regard to or because of race, color, religion, ancestry, national origin, sex, age, or physical or mental disability, marital status, or political affiliation.
- 8.45.5** The Contractor certifies and agrees that it, its affiliates, subsidiaries, or holding companies shall comply with all applicable Federal and State laws and regulations to the end that no person shall, on the grounds of race, color, religion, ancestry, national origin, sex, age, physical or mental disability, marital status, or political affiliation, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under this Contract or under any project, program, or activity supported by this Contract.
- 8.45.6** The Contractor shall allow County representatives access to the Contractor's employment records during regular business hours to verify compliance with the provisions of this sub-section 8.46 when so requested by the County.
- 8.45.7** If the County finds that any provisions of this sub-section 8.46 have been violated, such violation shall constitute a material breach of this Contract upon which the County may terminate or suspend this Contract. While the County reserves the right to determine independently that the anti-discrimination provisions of this Contract have been violated, in addition, a determination by the California Fair Employment Practices Commission or the Federal Equal Employment Opportunity Commission that the Contractor has violated Federal or State anti-discrimination laws or regulations shall constitute a finding by the County that the Contractor has violated the anti-discrimination provisions of this Contract.
- 8.45.8** The parties agree that in the event the Contractor violates any of the anti-discrimination provisions of this Contract, the County shall, at its sole option, be entitled to the sum of Five Hundred Dollars (\$500) for each such violation pursuant to California Civil Code Section 1671, as liquidated damages in lieu of terminating or suspending this Contract.

8.46 NON EXCLUSIVITY

Nothing herein is intended nor shall be construed as creating any exclusive arrangement with Contractor. This Contract shall not restrict DPSS from acquiring similar, equal or like goods and/or services from other entities or sources.

8.47 NOTICE OF DELAYS

Except as otherwise provided under this contract, when either party has knowledge that any actual or potential situation is delaying or threatens to delay the timely performance of this contract, that party shall, within one (1) day, give notice thereof, including all relevant information with respect thereto, to the other party.

8.48 NOTICE OF DISPUTES

The Contractor shall bring to the attention of the County's Project Manager and/or County's Project Director any dispute between the County and the Contractor regarding the performance of services as stated in this Contract. If the County's Project Manager or County's Project Director is not able to resolve the dispute, the DPSS Director, or designee shall resolve it.

8.49 NOTICES TO EMPLOYEES REGARDING THE FEDERAL EARNED INCOME CREDIT

The Contractor shall notify its employees, and shall require each Subcontractor to notify its employees, that they may be eligible for the Federal Earned Income Credit under the federal income tax laws. Such notice shall be provided in accordance with the requirements set forth in Internal Revenue Service Notice No. 1015, Attachment S.

8.50 NOTICES TO EMPLOYEES REGARDING THE SAFELY SURRENDERED BABY LAW

8.50.1 Contractor shall notify and provide to its employees, and shall require each Subcontractor (if any) to notify and provide to its employees, a fact sheet regarding the Safely Surrendered Baby Law, its implementation in Los Angeles County, and where and how to safely surrender a baby.

8.50.2 The fact sheet is set forth in Attachment T, Safely Surrendered Baby Law, and is also available on the internet at www.babysafela.org for printing purposes."

8.51 NOTICES

The Contractor shall allow County representatives access to the Contractor's employment records during regular business hours to verify compliance with the provisions of this sub-section 8.51 when so requested by the County.

8.51.1 Notice of Meetings

Contractor shall provide appropriate levels of staff at all meetings requested by the County. County will give five (5) business days prior notice to the Contractor of the need to attend such meetings. Contractor may verbally request meetings with the County, as needed, with five (5) business days advance notice. The advance

notice requirement may be waived with the mutual consent of both the Contractor and the County.

8.51.2 Delivery of Notices

The Contractor shall allow County representatives access to the Contractor's employment records during regular business hours to verify compliance with the provisions of this sub-section 8.51 when so requested by the County. Delivery of notices shall be accomplished by e-mail, facsimile, hand-delivery or enclosing the same in a sealed envelope addressed to the party for whom intended and by depositing such envelope with postage prepaid in a United States Post Office or substation thereof, or any public mail box.

8.51.3 Notices to the Contractor

Any such notice and the envelope containing same notice shall be addressed to the Contractor at its place of business.

Rebecca Isaacs, Executive Director
Los Angeles Homeless Services Authority
453 South Spring Street, 12th Floor
Los Angeles, California 90013

8.51.4 Notices to the County

Notices and envelopes containing same notice to the County shall be addressed to:

Department of Public Social Services
Attn: Maria P. Rodriguez, Director
Contract Management Division, Section I
12900 Crossroads Parkway South, 2nd Floor
City of Industry, California 91746-3411

8.51.5 Changes of Address

Either party can designate a new address by giving timely written notice to the other party.

8.51.6 Termination Notices

In the event of suspension or termination of the Contract, written notices may also be given upon personal delivery to any person whose actual knowledge of such termination would be sufficient notice to the Contractor.

8.52 OWNERSHIP OF DATA/EQUIPMENT

- 8.52.1** The County shall be sole owner of all rights, titles and interests in any and all materials, software, software documentation, software tools, techniques, plans, reports, data and information which have been prepared, developed or maintained by Contractor pursuant to this Contract.
- 8.52.2** County shall be sole owner of any equipment, including but not limited to, all computer hardware and software purchased under this Contract by Contractor or by County, which Contractor will use to fulfill its responsibilities pursuant to this Contract.

8.53 PERFORMANCE REQUIREMENTS

If Contractor fails to meet the Contract requirements as specified in Technical Exhibit 12.1, Performance Requirements Summary (PRS) hereunder, County may take actions specified in the PRS for deficiencies and failures of performance. Failure of Contractor to take corrective action to cure Contract discrepancies within the time frames stated in the PRS may result in the County applying the provisions of sub-section 8.67, Termination for Default. This sub-section 8.53 shall not in any manner restrict or limit County's right to terminate this Contract for convenience per sub-section 8.66.

8.54 PROHIBITION AGAINST INDUCEMENT OR PERSUASION

Notwithstanding the above, the Contractor and the County agree that, during the term of this Contract and for a period of one year thereafter, neither party shall in any way intentionally induce or persuade any employee of one party to become an employee or agent of the other party. No bar exists against any hiring action initiated through a public announcement.

8.55 PROPRIETARY RIGHTS

All materials, data and other information of any kind obtained from County and all materials, data, reports and other information of any kind developed by Contractor under this Contract are confidential to and are solely the property of County. Contractor shall take all necessary measures to protect the security and confidentiality of all such materials, data, reports and information. The provisions of this sub-section 8.55, shall survive the expiration or other termination of this Contract.

- 8.55.1** Recognizing that County has no way to safeguard trade secrets or proprietary information, Contractor shall, and does, hereby keep and hold County harmless from all damages, costs, and expenses by reason of any disclosure by County of trade secrets and proprietary information. County shall not require Contractor to provide any technical information that is proprietary to it, except as is requested by County to successfully complete the services under the Contract.

- 8.55.2** County shall not require Contractor to provide any information that is proprietary to it; provided, however, that if County requests Contractor proprietary information in order to successfully complete the services under this Contract, Contractor shall mark such information "PROPRIETARY" and County shall limit reproduction and distribution to the minimum extent consistent with County 's need for such information, and, when County no longer needs such information, but in no event later than expiration or other termination of this Contract, County shall either (1) cause all copies of such information to be returned to Contractor, or (2) certify to Contractor that all copies of such information have been destroyed.

8.56 PROVIDER COMPLIANCE

- 8.56.1** Mandatory standards and policies relating to energy efficiency in the state energy conservation plan, (title 24, California Administrative Code).
- 8.56.2** Contracts in excess of \$10,000, requiring compliance with Section 306 of the Clean Air Act (42 USC 1857 (h), Section 508 of the Clean Water Act (33 USC 1368), Executive Order 11738 and Environmental Protection Agency regulations (40 CFR Part 15).
- 8.56.3** Contracts in excess of \$10,000, requiring compliance with Executive Order 11246, entitled "Equal Employment Opportunity," as amended by Executive Order 11375 and as supplemented in Department of Labor regulations (41 CFR Part 60).

8.57 PUBLIC RECORDS ACT

- 8.57.1** Any documents submitted by Contractor, all information obtained in connection with the County's right to audit and inspect Contractor's documents, books and accounting records pursuant to sub-section 8.59, Record Retention and Inspection/Audit Settlement of this Contract, as well as those documents which were required to be submitted in response to this Contract become the exclusive property of the County. All such documents become a matter of public record and shall be regarded as public records. Exceptions will be those elements in the California Government Code Section 6250 et seq. (Public Records Act) and which are marked "trade secret", "confidential", or "proprietary". The County shall not in any way be liable or responsible for the disclosure of any such records including, without limitation, those so marked, if disclosure is required by law, or by an order issued by a court of competent jurisdiction.
- 8.57.2** In the event the County is required to defend an action on a Public Records Act request for any of the aforementioned documents, information, books, records, and/or contents of a bid marked "trade secret", "confidential", or "proprietary", the Contractor agrees to defend and indemnify the County from all costs and expenses,

including reasonable attorney's fees, in action or liability arising under the Public Records Act.

8.58 PUBLICITY

The Contractor shall not disclose any details in connection with this Contract to any person or entity except as may be otherwise provided hereunder or required by law. However, in recognizing the Contractor's need to identify its services and related clients to sustain it, the County shall not inhibit the Contractor from publishing its role under this Contract within the following conditions:

- The Contractor shall develop all publicity material in a professional manner; and
- During the term of this Contract, the Contractor shall not, and shall not authorize another to, publish or disseminate any commercial advertisements, press releases, feature articles, or other materials using the name of the County without the prior written consent of the County's Project Director. The County shall not unreasonably withhold written consent.

The Contractor may, without the prior written consent of County, indicate in its proposals and sales materials that it has been awarded this Contract with the County of Los Angeles, provided that, the requirements of this sub-section 8.58 shall apply.

8.59 RECORD RETENTION AND INSPECTION/AUDIT SETTLEMENT

The Contractor shall maintain accurate and complete financial records of its activities and operations relating to this Contract in accordance with generally accepted accounting principles. The Contractor shall also maintain accurate and complete employment and other records relating to its performance of this Contract. The Contractor agrees that the County, or its authorized representatives, shall have access to and the right to examine, audit, excerpt, copy, or transcribe any pertinent transaction, activity, or records relating to this Contract. County reserves the right to conduct record inspection and audits relating to this Contract with no advance notification to Contractor. All such material, including, but not limited to, all financial records, timecards and other employment records, and proprietary data and information, shall be kept and maintained by the Contractor and shall be made available to the County during the term of this Contract and for a period of five (5) years thereafter. All such material shall be maintained by the Contractor at a location in Los Angeles County, provided that if any such material is located outside Los Angeles County, then, at the County's option, the Contractor shall pay the County for travel, per diem, and other costs incurred by the County to examine, audit, excerpt, copy, or transcribe such material at such other location.

- 8.59.1** In the event that an audit of the Contractor is conducted specifically regarding this Contract by any Federal or State auditor, or by any auditor or accountant employed by the Contractor or otherwise,

then the Contractor shall file a copy of such audit report with the County's Auditor-Controller within thirty (30) days of the Contractor's receipt thereof, unless otherwise provided by applicable Federal or State law or under this Contract. Subject to applicable law, the County shall make a reasonable effort to maintain the confidentiality of such audit report(s).

8.59.2 Failure on the part of the Contractor to comply with any of the provisions of this sub-paragraph 8.59.2 shall constitute a material breach of this Contract upon which the County may terminate or suspend this Contract.

8.59.3 If, at any time during the term of this Contract or within five (5) years after the expiration or termination of this Contract, representatives of the County may conduct an audit of the Contractor regarding the work performed under this Contract, and if such audit finds that the County's dollar liability for any such work is less than payments made by the County to the Contractor, then the difference shall be either: a) repaid by the Contractor to the County by cash payment upon demand or b) at the sole option of the County's Auditor-Controller, deducted from any amounts due to the Contractor from the County, whether under this Contract or otherwise. If such audit finds that the County's dollar liability for such work is more than the payments made by the County to the Contractor, then the difference shall be paid to the Contractor by the County by cash payment, provided that in no event shall the County's maximum obligation for this Contract exceed the funds appropriated by the County for the purpose of this Contract.

8.59.4 In addition to the above, the Contractor agrees, should the County or its authorized representatives determine, in the County's sole discretion, that it is necessary or appropriate to review a broader scope of the Contractor's records (including, certain records related to non-County contracts) to enable the County to evaluate the Contractor's compliance with the County's Living Wage Program, that the Contractor shall promptly and without delay provide to the County, upon the written request of the County or its authorized representatives, access to and the right to examine, audit, excerpt, copy, or transcribe any and all transactions, activities, or records relating to any of its employees who have provided services to the County under this Contract, including without limitation, records relating to work performed by said employees on the Contractor's non-County contracts. The Contractor further acknowledges that the foregoing requirement in this subparagraph relative to Contractor's employees who have provided services to the County under this Contract is for the purpose of enabling the County in its discretion to verify the Contractor's full compliance with and adherence to California labor laws and the County's Living Wage Program. All such materials and information, including, but not limited to, all financial records, bank statements, cancelled checks or other proof of payment,

timecards, sign-in/sign-out sheets and other time and employment records, and proprietary data and information, shall be kept and maintained by the Contractor and shall be made available to the County during the term of this Contract and for a period of five (5) years thereafter unless the County's written permission is given to dispose of any such materials and information prior to such time. All such materials and information shall be maintained by the Contractor at a location in Los Angeles County, provided that if any such materials and information is located outside Los Angeles County, then, at the County's option, the Contractor shall pay the County for travel, per diem, and other costs incurred by the County to examine, audit, excerpt, copy, or transcribe such materials and information at such other location.

8.59.5 Other required documents to be retained include, but not limited to:

- Invoices/Check Stubs: Monthly and any supplemental invoices and DPSS reimbursement check stubs.
- Confidentiality Agreement: "Contractor Employee Acknowledgment & Confidentiality Agreement."
- Licenses: Fire Permit, Elevator License, if applicable, Business licenses and Certifications relating to Contractor's profession.
- Minutes of Performance Evaluation Meetings: The County Contract Administrator (CCA) writes the minutes of any Performance Evaluation Meetings and shall provide to the Contractor for retention.

8.59.6 The County, its Auditor-Controller or designee, hereby retains the right to conduct, during normal business hours, an audit and re-audit of the books, records, and businesses conducted by the Contractor and observe the operation of the business so that accuracy of the above records and any of the Contractor's invoices for services provided can be confirmed.

8.59.6.1 All such material shall be maintained by the Contractor at a location in Los Angeles County, provided that if such material is located outside Los Angeles County, either (1) pay the County for travel, per diem, and other costs incurred by the County to examine, audit, excerpt, copy or transcribe such material at such other location, or (2) pay to have such materials promptly returned to a Contractor facility located in Los Angeles County for examination by the County.

8.59.6.2 Failure on the part of the Contractor to comply with the provisions of this sub-section 8.59 shall constitute a material breach of this Contract upon which the County may terminate or suspend this Contract.

8.60 RECYCLED BOND PAPER

Consistent with the Board of Supervisors' policy to reduce the amount of solid waste deposited at the County landfills, the Contractor agrees to use recycled-content paper to the maximum extent possible on this Contract.

8.61 REMOVAL OF UNSATISFACTORY PERSONNEL

The County shall have the right, at its sole discretion, to require the Contractor to remove any employee from the performance of services under this Contract. At the request of the County, the Contractor shall immediately replace said personnel.

8.62 RULES AND REGULATIONS

During the time that Contractor's employees or agents are at County facilities, such persons shall be subject to the rules and regulations of County facilities. It is the responsibility of Contractor to acquaint such persons, who are to provide services, with such rules and regulations. In the event that the County determines that an employee of Contractor has violated any applicable rule or regulation, the Director or designee shall notify Contractor and Contractor shall undertake such remedial or disciplinary measures as Contractor determines appropriate. If the problem is not thereby corrected, then Contractor shall permanently withdraw any of its employees from the provision of services upon receipt of written notice from Director or designee that: (1) such employee has violated such rules or regulations; or (2) such employee's actions, while on County premises, indicate that the employee may adversely affect the delivery of County services. Upon removal of any employee, Contractor shall immediately replace the employee and continue services hereunder.

8.63 SHRED DOCUMENTS

Contractor shall ensure that all confidential documents/papers, as defined under State law (including, but not limited to Welfare & Institutions Code Sections 10850, 17006) relating to this Contract must be shredded and not put in trash containers when Contractor disposes of these documents/papers. All documents/papers to be shredded are to be placed in a locked or secured container/bin/box and labeled "shred" until they are destroyed. No confidential documents/papers are to be recycled. Documents for record and retention purposes in accordance with sub-section 8.59 of this Contract are to be maintained for a period of five (5) years.

8.64 SUBCONTRACTING

8.64.1 The requirements of this Contract may not be subcontracted by the Contractor without the advance approval of the County. Any attempt by the Contractor to subcontract without the prior consent of the County may be deemed a material breach of this Contract. If the Contractor desires to subcontract, the Contractor shall provide the following information promptly at the County's request:

- A description of the work to be performed by the subcontractor;
- A draft copy of the proposed subcontract; and
- Other pertinent information and/or certifications requested by the County.

8.64.2 The Contractor shall indemnify and hold the County harmless with respect to the activities of each and every subcontractor in the same manner and to the same degree as if such subcontractor(s) were Contractor employees.

8.64.3 The Contractor shall remain fully responsible for all performances required of it under this Contract, including those that the Contractor has determined to subcontract, notwithstanding the County's approval of the Contractor's proposed subcontract.

8.64.4 The County's consent to subcontract shall not waive the County's right to prior and continuing approval of any and all personnel, including subcontractor employees, providing services under this Contract. The Contractor is responsible to notify its subcontractors of this County right.

8.64.5 The County's Contract Administrator is authorized to act for and on behalf of the County with respect to approval of any subcontract and subcontractor employees. After approval of the subcontract by the County, Contractor shall forward a fully executed subcontract to the County for their files.

8.64.6 The Contractor shall be solely liable and responsible for all payments or other compensation to all subcontractors and their officers, employees, agents, and successors in interest arising through services performed hereunder, notwithstanding the County's consent to subcontract.

8.64.7 The Contractor shall obtain certificates of insurance, which establish that the subcontractor maintains all the programs of insurance required by the County from each approved subcontractor. The Contractor shall ensure delivery of all such documents to the following contact/address before any subcontractor employee may perform any work hereunder.

Department of Public Social Services
Attn: Maria P. Rodriguez, Director
Contract Management Division, Section I
12900 Crossroads Parkway South, 2nd Floor
City of Industry, CA 91746

8.64.8 In the event that the County consents to subcontracting, Contractor shall include in all subcontracts, the following provision: "This contract is a subcontract under the terms of a prime contract with

the County of Los Angeles. All representations and warranties shall inure to the benefit of the County of Los Angeles.”

8.65 TERMINATION FOR BREACH OF WARRANTY TO MAINTAIN COMPLIANCE WITH COUNTY’S CHILD SUPPORT COMPLIANCE PROGRAM

Failure of the Contractor to maintain compliance with the requirements set forth in Sub-section 8.20, Contractor’s Warranty of Adherence to County’s Child Support Compliance Program, shall constitute a default under this contract. Without limiting the rights and remedies available to County under any other provision of this contract, failure of Contractor to cure such default within 90 calendar days of written notice shall be grounds upon which County may terminate this contract pursuant to Sub-section 8.67 “Termination for Default” and pursue debarment of Contractor, pursuant to County Code Chapter 2.202.

8.66 TERMINATION FOR CONVENIENCE OF COUNTY

8.66.1 This Contract may be terminated, in whole or in part, from time to time, when such action is deemed by the County to be in its best interest. Termination of work hereunder shall be effected by delivery to the Contractor of a notice of termination specifying the extent to which performance of work is terminated and the date upon which such termination becomes effective. The date upon which such termination becomes effective shall be no less than thirty (30) days after the notice is sent.

8.66.2 After receipt of a notice of termination and except as otherwise directed by the County, the Contractor shall:

- Stop work under this Contract on the date and to the extent specified in such notice, and
- Complete performance of such part of the work, as shall not have been terminated by such notice.

8.66.3 For a period of five (5) years after final settlement under this Contract, the Contractor shall make available to the County, at all reasonable times, all its books, records, documents, or other evidence bearing on the costs and expenses of the Contractor under this Contract with respect to the termination of work hereunder. All such material shall be maintained by the Contractor at a location in Los Angeles County, provided that if any such material is located outside Los Angeles County, then, at the County’s option, the Contractor shall pay the County for travel, per diem, and other costs incurred by the County to examine, audit, excerpt, copy, or transcribe such material at such other location.

8.67 TERMINATION FOR DEFAULT

8.67.1 The County may, by written notice to the Contractor, terminate the whole or any part of this Contract, if, in the judgment of County's Project Director:

- Contractor has materially breached this Contract; or
- Contractor fails to timely provide and/or satisfactorily perform any task, deliverable, service, or other work required either under this Contract; or
- Contractor fails to demonstrate a high probability of timely fulfillment of performance requirements under this Contract, or of any obligations of this Contract and in either case, fails to demonstrate convincing progress toward a cure within five (5) working days (or such longer period as the County may authorize in writing) after receipt of written notice from the County specifying such failure.

8.67.2 In the event that the County terminates this Contract in whole or in part as provided in sub-paragraph 8.67.1, the County may procure, upon such terms and in such manner as the County may deem appropriate, goods and services similar to those so terminated. The Contractor shall be liable to the County for any and all excess costs incurred by the County, as determined by the County, for such similar goods and services. The Contractor shall continue the performance of this Contract to the extent not terminated under the provisions of this Sub-paragraph.

8.67.3 Except with respect to defaults of any Subcontractor, the Contractor shall not be liable for any such excess costs of the type identified in sub-paragraph 8.67.2 if its failure to perform this Contract arises out of causes beyond the control and without the fault or negligence of the Contractor. Such causes may include, but are not limited to: acts of God or of the public enemy, acts of the County in either its sovereign or contractual capacity, acts of Federal or State governments in their sovereign capacities, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes, and unusually severe weather; but in every case, the failure to perform must be beyond the control and without the fault or negligence of the Contractor. If the failure to perform is caused by the default of a Subcontractor, and if such default arises out of causes beyond the control of both the Contractor and Subcontractor, and without the fault or negligence of either of them, the Contractor shall not be liable for any such excess costs for failure to perform, unless the goods or services to be furnished by the Subcontractor were obtainable from other sources in sufficient time to permit the Contractor to meet the required performance schedule. As used in this sub-paragraph 8.68.3, the terms "Subcontractor" and "Subcontractors" mean Subcontractor(s) at any tier.

8.67.4 If, after the County has given notice of termination under the provisions of this sub-paragraph 8.66, it is determined by the County that the Contractor was not in default under the provisions of this sub-section 8.67, or that the default was excusable under the provisions of sub- paragraph 8.67.3, the rights and obligations of the parties shall be the same as if the notice of termination had been issued pursuant to Sub-section 8.66, Termination for Convenience of County.

8.67.5 The rights and remedies of the County provided in this sub-section 8.67 shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract.

8.68 TERMINATION FOR IMPROPER CONSIDERATION

8.68.1 The County may, by written notice to the Contractor, immediately terminate the right of the Contractor to proceed under this Contract if it is found that consideration, in any form, was offered or given by the Contractor, either directly or through an intermediary, to any County officer, employee, or agent with the intent of securing this Contract or securing favorable treatment with respect to the award, amendment, or extension of this Contract or the making of any determinations with respect to the Contractor's performance pursuant to this Contract. In the event of such termination, the County shall be entitled to pursue the same remedies against the Contractor as it could pursue in the event of default by the Contractor.

8.68.2 The Contractor shall immediately report any attempt by a County officer or employee to solicit such improper consideration. The report shall be made either to the County manager charged with the supervision of the employee or to the County Auditor-Controller's Employee Fraud Hotline at (800) 544-6861.

8.68.3 Among other items, such improper consideration may take the form of cash, discounts, and service, the provision of travel or entertainment, or tangible gifts.

8.69 TERMINATION FOR INSOLVENCY

8.69.1 The County may terminate this Contract forthwith in the event of the occurrence of any of the following:

- Insolvency of the Contractor. The Contractor shall be deemed to be insolvent if it has ceased to pay its debts for at least sixty (60) days in the ordinary course of business or cannot pay its debts as they become due, whether or not a petition has been filed under the Federal Bankruptcy Code and whether or not the Contractor is insolvent within the meaning of the Federal Bankruptcy Code; or

- The filing of a voluntary or involuntary petition regarding the Contractor under the Federal Bankruptcy Code; or
- The appointment of a Receiver or Trustee for the Contractor; or
- The execution by the Contractor of a general assignment for the benefit of creditors.

8.69.2 The rights and remedies of the County provided in this sub-section 8.69 shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract.

8.70 TERMINATION FOR NON-ADHERENCE OF COUNTY LOBBYIST ORDINANCE

The Contractor, and each County Lobbyist or County Lobbying firm as defined in County Code Section 2.160.010, retained by the Contractor, shall fully comply with the County's Lobbyist Ordinance, County Code Chapter 2.160. Failure on the part of the Contractor or any County Lobbyist or County Lobbying firm retained by the Contractor to fully comply with the County's Lobbyist Ordinance shall constitute a material breach of this Contract, upon which the County may, in its sole discretion, immediately terminate or suspend this Contract.

8.71 TERMINATION FOR NON-APPROPRIATION OF FUNDS

Notwithstanding any other provision of this Contract, the County shall not be obligated for the Contractor's performance hereunder or by any provision of this Contract during any of the County's future fiscal years unless and until the County's Board of Supervisors appropriates funds for this Contract in the County's Budget for each such future fiscal year. In the event that funds are not appropriated for this Contract, then this Contract shall terminate as of June 30 of the last fiscal year for which funds were appropriated. The County shall notify the Contractor in writing of any such non-allocation of funds at the earliest possible date.

8.72 TRANSITIONAL JOB OPPORTUNITIES PREFERENCE PROGRAM

8.72.1 This Contract is subject to the provisions of the County's ordinance entitles Transitional Job Opportunities Preference Program, as codified in Chapter 2.205 of the Los Angeles County Code.

8.72.2 Contractor shall not knowingly and with the intent to defraud, fraudulently obtain, retain, attempt to obtain or retain, or aid another in fraudulently obtaining or retaining or attempting to obtain or retain certification as a Transitional Job Opportunity vendor.

8.72.3 Contractor shall not willfully and knowingly make a false statement with the intent to defraud, whether by affidavit, report, or other

representation, to a County official or employee for the purpose of influencing the certification or denial of certification of any entity as a Transitional Job Opportunity vendor.

8.72.4 If Contractor has obtained County certification as a Transitional Job Opportunity vendor by reason of having furnished incorrect supporting information or by reason of having withheld information, and which knew, or should have known, the information furnished was incorrect or the information withheld was relevant to its request for certification, and which by reason of such certification has been awarded this contract to which it would not otherwise have been entitled, shall:

1. Pay to the County any difference between the contract amount and what the County's costs would have been if the contract had been properly awarded;
2. In addition to the amount described in subdivision (1), be assessed a penalty in an amount of not more than 10 percent (10%) of the amount of the contract; and
3. Be subject to the provisions of Chapter 2.202 of the Los Angeles County Code (Determinations of Contractor Non-responsibility and Contractor Debarment).

The above penalties shall also apply to any entity that has previously obtained proper certification, however, as a result of a change in their status would no longer be eligible for certification, and fails to notify the certifying department of this information prior to responding to a solicitation or accepting a contract award.

8.73 VALIDITY

If any provision of this Contract or the application thereof to any person or circumstance is held invalid, the remainder of this Contract and the application of such provision to other persons or circumstances shall not be affected thereby.

8.74 WAIVER

No waiver by the County of any breach of any provision of this Contract shall constitute a waiver of any other breach or of such provision. Failure of the County to enforce at any time, or from time to time, any provision of this Contract shall not be construed as a waiver thereof. The rights and remedies set forth in this sub-section 8.74 shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract.

8.75 WARRANTY AGAINST CONTINGENT FEES

8.75.1 The Contractor warrants that no person or selling agency has been employed or retained to solicit or secure this Contract upon any Contract or understanding for a commission, percentage,

brokerage, or contingent fee, excepting bona fide employees or bona fide established commercial or selling agencies maintained by the Contractor for the purpose of securing business.

- 8.75.2** For breach of this warranty, the County shall have the right to terminate this Contract and, at its sole discretion, deduct from the Contract price or consideration, or otherwise recover, the full amount of such commission, percentage, brokerage, or contingent fee.

IN WITNESS WHEREOF, the Board of Supervisors of the County of Los Angeles has caused this Contract to be subscribed by the Chair, and the seal of said Board hereto affixed and attested by the Chair and Clerk thereof, and Contractor has caused this Contract to be signed by its duly authorized officer(s), on this 16th day of JUNE, 2009. The person signing on behalf of the Contractor warrants under penalty of perjury that he or she is authorized to bind the Contractor.

CONTRACTOR
Los Angeles Homeless Services Authority

By Abner Isaac
Name

~~Interim~~ Executive Director

95-4498834
Tax Identification Number

COUNTY OF LOS ANGELES

By Don Krabe
Chairman, Board of Supervisors

ATTEST:

Sachi A. Hamai,
Executive Officer - Clerk
of the Board of Supervisors



By [Signature]
Deputy

I hereby certify that pursuant to
Section 25103 of the Government Code,
delivery of this document has been made.

SACHI A. HAMAI
Executive Officer
Clerk of the Board of Supervisors

By [Signature]
Deputy

77027

APPROVED AS TO FORM FOR COUNTY:

BY THE OFFICE OF COUNTY COUNSEL
ROBERT E. KALUNIAN, Acting County Counsel

By David Beaudet
David Beaudet
Senior Deputy County Counsel

APPROVED AS TO FORM FOR LAHSA:

BY THE OFFICE OF COUNTY COUNSEL
ROBERT E. KALUNIAN, Acting County Counsel

By Aleen Langton
Aleen Langton
Senior Deputy County Counsel

ADOPTED
BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

#17 JUN 16 2009

Sachi A. Hamai
SACHI A. HAMAI
EXECUTIVE OFFICER

ATTACHMENT A

STATEMENT OF WORK

AND

TECHNICAL EXHIBITS

STATEMENT OF WORK AND TECHNICAL EXHIBITS

TABLE OF CONTENTS

<u>SECTION TITLE</u>	<u>Page No.</u>
PREAMBLE.....	62
1.0 GENERAL	65
1.1 Scope of Work	65
1.2 Key County Personnel.....	65
1.3 Contractor Personnel.....	67
1.4 Quality Assurance.....	68
1.5 Hours of Operation	69
2.0 DEFINITIONS	70
3.0 COUNTY FURNISHED ITEMS.....	72
3.1 Computer Equipment.....	72
3.2 Training.....	72
3.3 Materials	73
4.0 CONTRACTOR FURNISHED ITEMS.....	73
4.1 General.....	73
4.2 Staffing	73
4.3 Computer Equipment, Supplies and Security	73
4.4 Equipment.....	74
4.5 Site Preparation	74
5.0 SPECIFIC TASKS OF THIS STATEMENT OF WORK.....	74
5.1 Contractor.....	74
5.2 Performance Outcome Measures.....	76
6.0 APPEALS AND HEARINGS (ASH)	76
6.1 Public Hearings.....	76
6.2 Litigation	76
6.3 Hearing Decisions.....	77
7.0 REPORTING TO DPSS.....	77
7.1 Monthly Management Report (MMR)	77
7.2 Monthly Complaint Log.....	77
7.3 Ad Hoc Reports	78
8.0 FRAUD REFERRALS	78
9.0 QUALITY ASSURANCE AND COMPLAINT SYSTEMS	78
9.1 Quality Assurance Plan	78
9.2 DPSS Received Complaints.....	79
9.3 Contractor Received Complaints.....	79

<u>SECTION TITLE</u>	<u>Page No.</u>
10.0 CUSTOMER SERVICE.....	79
10.1 Customer Service Program	79
10.2 Customer Service Monitoring	80
11.0 CIVIL RIGHTS COMPLAINTS PROCEDURE	80
12.0 TECHNICAL EXHIBITS	81
12.1 Performance Requirements Summary	82
12.2 Performance Requirements Summary Chart.....	86
12.3 Case Discrepancy Report.....	88
12.4 Contract Discrepancy Report.....	89
12.5 Monthly Complaint Log	90
12.6 Transportation Log.....	91

PREAMBLE

For over a decade, the County has collaborated with its community partners to enhance the capacity of the health and human services system to improve the lives of children and families. These efforts require, as a fundamental expectation, that the County's contracting partners share the County and community's commitment to provide health and human services that support achievement of the County's vision, goals, values, and adopted outcomes. Key to these efforts is the integration of service delivery systems and the adoption of the Customer Service and Satisfaction Standards.

The County of Los Angeles' Vision is to improve the quality of life in the County by providing responsive, efficient, and high quality public services that promote the self-sufficiency, well-being and prosperity of individuals, families, business and communities. This philosophy of teamwork and collaboration is anchored in the shared values of:

- | | |
|-------------------|-------------------------|
| ➤ Responsiveness | ➤ Integrity |
| ➤ Professionalism | ➤ Commitment |
| ➤ Accountability | ➤ A Can-Do Attitude |
| ➤ Compassion | ➤ Respect for Diversity |

These shared values are encompassed in the County Mission to enrich lives through effective and caring service and the County Strategic Plan's eight goals: 1) Service Excellence; 2) Workforce Excellence; 3) Organizational Effectiveness; 4) Fiscal Responsibility; 5) Children and Families' Well-Being; 6) Community Services; 7) Health and Mental Health; and 8) Public Safety. Improving the well-being of children and families requires coordination, collaboration, and integration of services across functional and jurisdictional boundaries, by and between County departments/agencies, and community and contracting partners.

The basic conditions that represent the well-being we seek for all children and families in Los Angeles County are delineated in the following five outcomes, adopted by the Board of Supervisors in January 1993.

- Good Health;
- Economic Well-Being;
- Safety and Survival;
- Emotional and Social Well-Being; and
- Education and Workforce Readiness.

Recognizing no single strategy - in isolation - can achieve the County's outcomes of well-being for children and families, consensus has emerged among County and community leaders that making substantial improvements in integrating the County's health and human services system is necessary to significantly move toward achieving these outcomes. The County has also established the following values and goals for guiding this effort to integrate the health and human services delivery system:

- ✓ Families are treated with respect in every encounter they have with the health, educational, and social services systems.

- ✓ Families can easily access a broad range of services to address their needs, build on their strengths, and achieve their goals.
- ✓ There is no “wrong door”: wherever a family enters the system is the right place.
- ✓ Families receive services tailored to their unique situations and needs.
- ✓ Service providers and advocates involve families in the process of determining service plans, and proactively provide families with coordinated and comprehensive information, services, and resources.
- ✓ The County service system is flexible, able to respond to service demands for both the Countywide population and specific population groups.
- ✓ The County service system acts to strengthen communities, recognizing that just as individuals live in families, families live in communities.
- ✓ In supporting families and communities, County agencies work seamlessly with public and private service providers, community-based organizations, and other community partners.
- ✓ County agencies and their partners work together seamlessly to demonstrate substantial progress towards making the system more strength-based, family-focused, culturally-competent, accessible, user-friendly, responsive, cohesive, efficient, professional, and accountable.
- ✓ County agencies and their partners focus on administrative and operational enhancements to optimize the sharing of information, resources, and best practices while also protecting the privacy rights of families.
- ✓ County agencies and their partners pursue multi-disciplinary service delivery, a single service plan, staff development opportunities, infrastructure enhancements, customer service and satisfaction evaluation, and revenue maximization.
- ✓ County agencies and their partners create incentives to reinforce the direction toward service integration and a seamless service delivery system.
- ✓ The County human service system embraces a commitment to the disciplined pursuit of results accountability across systems. Specifically, any strategy designed to improve the County human services system for children and families should ultimately be judged by whether it helps achieve the County's five outcomes for children and families: good health, safety and survival, economic well-being, social and emotional well-being, and education and workforce readiness.

The County, its clients, contracting partners, and the community will continue to work together to develop practical ways to make County services more accessible, customer friendly, better integrated, and outcome-focused. Several departments have identified shared themes in their strategic plans for achieving these goals including: making an effort to become more consumer/client-focused; valuing community partnerships and collaborations; emphasizing values and integrity; and using a strengths-based and multi-disciplinary team approach. County departments are also working to provide the Board of Supervisors and the community with a

better understanding of how resources are being utilized, how well services are being provided, and what are the results of the services: is anyone better off?

The County of Los Angeles health and human service departments and their partners are working together to achieve the following Customer Service and Satisfaction Standards in support of improving outcomes for children and families.

Personal Service Delivery

The service delivery team – staff and volunteers – will treat customers and each other with courtesy, dignity, and respect.

- Introduce themselves by name;
- Listen carefully and patiently to customers;
- Be responsive to cultural and linguistic needs;
- Explain procedures clearly; and
- Build on the strengths of families and communities.

Service Access

Service providers will work proactively to facilitate customer access to services.

- Provide services as promptly as possible;
- Provide clear directions and service information;
- Outreach to the community and promote available services;
- Involve families in service plan development; and
- Follow-up to ensure appropriate delivery of services.

Service Environment

Service providers will deliver services in a clean, safe, and welcoming environment, which supports the effective delivery of services.

- Ensure a safe environment;
- Ensure a professional atmosphere;
- Display vision, mission, and values statements;
- Provide a clean and comfortable waiting area;
- Ensure privacy; and
- Post complaint and appeals procedures.

The basis for all County health and human services contracts is the provision of the highest level of quality services that support improved outcomes for children and families. The County and its contracting partners must work together and share a commitment to achieve a common vision, goals, outcomes, and standards for providing services.

STATEMENT OF WORK

1.0 GENERAL

1.1. Scope of Work

Contractor shall provide all management/administrative services for providing emergency shelter and case management services, in conjunction with the DPSS Homeless Case Manager assigned to the case, for CalWORKs Welfare-to-Work families who are homeless.

CalWORKs families are eligible to receive emergency shelter and services only if an adult: (1) is receiving or has exhausted the time limit for CalWORKs cash assistance, and (2) is either employed or enrolled and active in the CalWORKs Greater Avenues for Independence (GAIN) Program. CONTRACTOR will determine families' eligibility for the emergency shelter and services by accessing the County's GAIN Employment Activity and Reporting System (GEARS).

This program was designed to fill the gap for CalWORKs Welfare-to-Work families who are not eligible to DPSS homeless benefits or who have already exhausted all of the DPSS homeless benefits. This program is for families with or without a mental health issue. In the situation when a family meets the criteria of a mental health issue and the number of families eligible for the Homeless CalWORKs Families Project has reached its limit, then the family may be referred to ESS program.

1.2 Key County Personnel

1.2.1 County Contract Administrator (CCA)

County will designate one (1) person who will act as the County Contract Administrator (CCA) for the County on all policies, procedures, requirements, performance, and information pertaining to the Contract. Specifically, the CCA or alternate shall:

1.2.1.1 The CCA or alternate has full authority to monitor Contractor's performance in the daily operation of this Contract, and for confirming that the technical standards and requirements of this Contract are met.

1.2.1.2 The CCA shall provide direction to Contractor in areas relating to policy, information and procedural requirements. The CCA shall negotiate with Contractor on changes in service requirements according to Section 8, Sub-section 8.1, Amendments/Change Notices.

1.2.1.3 The CCA is not authorized to make any changes in the terms and conditions of the Contract and is not authorized to obligate Los Angeles County in any way whatsoever.

1.2.1.4 DPSS will inform Contractor of the name, address and telephone number of the CCA, in writing, at the time the Contract is awarded, and at any time thereafter a change of CCA is made.

1.2.2 Quality Assurance Evaluator (QAE)

County will designate one (1) or more persons who will act as a Quality Assurance Evaluator(s) for the County on all services, requirements, and deliverables pertinent to the Contract and monitor the Contractor's performance under the Contract using the quality assurance procedures established in Technical Exhibit 12.1, Performance Requirements Summary, or any other procedures that may be necessary to ascertain that the Contractor is in compliance with this Contract. One of the QAE staff may also be the CCA. Specifically, the QAE shall:

- Ensure that services, requirements, and deliverables of the Contract are met and evaluate the Contractor's performance under this Contract.
- Advise the CCA as to the Contractor's performance in areas relating to services, requirements, and deliverables.
- Inform the Contractor of the name, address, and telephone number of the QAE, in writing, at the time this Contract is awarded, and at any time thereafter a change of QAE is made.
- Not be authorized to make any changes in the terms and conditions of this Contract or to obligate the County in any way whatsoever.

The QAE is responsible for the quality monitoring of Contractor's performance. The QAE may or may not be the same person as the CCA.

1.2.3 Contract Monitor(s)

County shall provide Contract Monitor(s) that may monitor all provisions under the Contract. Monitoring may include Administrative Monitoring primarily involving with the Contract's terms and conditions, Fiscal Monitoring related to the Contract's fiscal provisions, and Service Delivery Monitoring related to the Contract's Statement of Work and Performance Requirement Standards.

1.2.4 GAIN Services Worker(s)

The GAIN Services Worker – Homeless Case Manager (HCM) orients participants to the CalWORKs and Housing Programs and provides preliminary case management to families encountered during outreach activities. The Homeless Case Management Program is a

method of assessing the needs of the CalWORKs homeless and at-risk of homelessness families and arranging, coordinating, monitoring, evaluating, and advocating for multiple services including crisis intervention, short-term stabilization, needs assessment, assistance with application and receipt of Specialized Supportive Services, and an individualized housing plan. Once preliminary case management is established, the HCM on the team refers the family for subsequent and regular case management to the HCM in the case carrying CalWORKs district.

1.2.5 Eligibility Worker(s)

The case-carrying Eligibility Worker for each of the cases enrolled in the Emergency Shelter Services Program will work with Contractor staff, Contractor's subcontracted staff, and DPSS Homeless Case Manager to resolve any eligibility issues on the case. However, the case-carrying Eligibility Worker will not determine family's eligibility to the Emergency Shelter Services Program.

1.3 Contractor Personnel

1.3.1 Executive Director

This Senior Executive shall be the official named in Section 8, sub-paragraph 8.52.3 of this Contract for receipt of official notices.

1.3.2 Contract Manager

Contractor shall provide a Contract Manager who will act as liaison with County and be responsible for the overall management and coordination of this Contract. The Contract Manager is responsible for oversight, negotiation and compliance aspects of the contract. The Contract Manager, or alternate designated in writing to act on Contractor's behalf, shall respond within twenty-four (24) hours of verbal notice from CCA or alternate, excluding weekends and holidays.

The Contract Manager or alternate shall have full authority to act for Contractor on all Contract matters relating to the management, coordination and compliance matters associated with this Contract.

The Contract Manager and any alternate shall be identified in writing prior to Contract start and at any time thereafter a change of Contract Manager or alternate is made.

Contractor's Contract Manager is not authorized to make any changes in the Standard Terms and Conditions of the Contract and is not authorized to obligate Contractor to DPSS in any way whatsoever.

1.4 Quality Assurance

County shall monitor Contractor's performance under this Contract using the quality assurance procedures specified in the Performance Requirements Summary, or any other such procedures as defined in this Contract.

County or its agent will evaluate Contractor's performance under this Contract on not less than an annual basis. Such evaluation will include assessing Contractor's compliance with all Contract terms and performance standards.

The CCA and/or QAE and Contractor will make every effort to resolve minor discrepancies during the monitoring visit.

1.4.1 Government Observations

Federal, State and/or County personnel approved by County administrative management personnel, in addition to departmental contracting staff, may observe performance activities, documents and products under this Contract at any time during hours of operation as defined below in Section 1.5. However, these personnel may not unreasonably interfere with Contractor performance.

1.4.2 Monitoring Hours

Contractor shall be available for monitoring activities Monday through Friday, 8:00 a.m. to 5:00 p.m. except on County recognized holidays.

1.4.3 Case Discrepancy Reports

When County monitors Contractor's performance under the terms of this Contract, County will issue Case Discrepancy Reports (Technical Exhibit 12.3) to Contract Manager when it is determined minor case infractions have occurred.

1.4.4 Contract Discrepancy Reports

In the event of a serious discrepancy, the CCA and/or QAE will issue a Contract Discrepancy Report (Technical Exhibit 12.4) to the Contract Manager. The Contract Manager shall respond in writing to the Contract Discrepancy Report within ten (10) business days from the date of receipt of the Report.

- A. If Contractor agrees with the finding in the Contract Discrepancy Report, Contractor shall respond with a Corrective Action Plan, including a statement that Contractor agrees with the finding, its action to resolve the specific finding, and its future action to monitor its performance to prevent a repetition of the problem. If this Corrective Action Plan is acceptable to County, or a mutually agreed upon revision is acceptable to County the discrepancy shall be considered resolved.

- B. If Contractor does not agree with the finding in the Contract Discrepancy Report, Contractor shall respond with a Request for Dispute Resolution, including a statement that Contractor does not agree with the finding, its reasons for not agreeing with the finding, and any action it proposes that Contractor and/or County take to resolve the dispute.
- C. In response to a Request for Dispute Resolution, the Contract Manager and CCA will meet within five (5) business days to discuss the problem. Minutes of the meeting shall be prepared by the CCA. The Contract Manager shall either sign the minutes within five (5) business days of presentation of the minutes, or present.
- D. Contractor's version of the minutes to the CCA. The Contract Manager and CCA shall make every effort to resolve the dispute. If they find a resolution they shall put the resolution down in writing in the minutes and both sign the minutes.
- E. If the CCA and Contract Manager do not resolve the dispute, the dispute shall be referred to the Agency Senior Executive and DPSS Director or designee, who shall meet within ten (10) business days to resolve the dispute (or later, if by mutual agreement).
- F. The decision of the DPSS Director shall be final.
- G. Any Contractor deficiencies which County determines are severe or continuing and that may place performance of the Contract in jeopardy, if not corrected, shall be reported to the Board of Supervisors with recommended remedial actions.
- H. If the dispute is not eventually resolved to the County's satisfaction, County may terminate this Contract or impose other actions as specified in this Contract, in which event Contractor's rights and remedies under law are preserved, including a claim of breach of Contract.

1.5 Hours of Operation

1.5.1 Public Access Hours

Contractor's main office shall be open from 8:00 a.m. to 5:00 p.m., Monday-Friday, except for County-recognized holidays. Main office telephones shall be staffed during all Contractor Public Access Hours. Contractor shall have staff available to respond to calls in English and Spanish during all Public Access Hours.

1.5.2 County Contact Hours

Contractor Contract Manager or alternate shall be available Monday through Friday from 8:00 a.m. to 5:00 p.m. to respond to inquiries of CCA or alternate, except on County-recognized holidays. The CCA shall provide lists of County holidays when this Contract is approved and at the beginning of each calendar year during the term this Contract.

2.0 DEFINITIONS

- 2.1 Acceptable Quality Level (AQL) - A measure to express the allowable variance from the Contract Standard, before County determines performance to be unsatisfactory.
- 2.2 Appeal - An appeal is the legal right of a public assistance participant to file a request for a State Hearing regarding an eligibility action or inaction on the part of the County which the participant feels is unwarranted.
- 2.3 Appeals and State Hearings (ASH) - The section within DPSS that represents the County at all State Hearing Proceedings.
- 2.4 Applicant - A person whose public assistance application is pending.
- 2.5 Assistance Unit (AU) - Per State regulations AU is defined as a group of related persons living in the same household who have been determined eligible for CalWORKs by the case carrying EW.
- 2.6 Bureau of Administrative Services - A bureau within DPSS responsible for development, management and monitoring of DPSS Contracts.
- 2.7 Bureau of Program and Policy - A bureau within DPSS responsible for administration and supervision of the CalWORKs Program in Los Angeles County.
- 2.8 CalWORKs Program - The State's mandated public assistance program to provide financial assistance, social services, and employment services to families with dependent children.
- 2.9 Contract Discrepancy Report (CDR) - A report or letter used by the Quality Assurance Evaluator to record Contract information regarding discrepancies or problems with Contractor's performance.
- 2.10 Eligibility Worker (EW) - The DPSS employee responsible for determining the eligibility of applicants and participants to CalWORKs.
- 2.11 Equipment - Any item purchased/leased which costs \$5,000.00 or more and has a useful life of more than two years.
- 2.12 GAIN Program - Acronym for Los Angeles County's Welfare-to-Work Program, "Greater Avenues for Independence", that provides comprehensive Welfare-to-Work services to assist CalWORKs participants in obtaining unsubsidized employment.
- 2.13 GAIN Services Worker (GSW) - A DPSS or Contracted employee who works with participants enrolled in the GAIN Program.
- 2.14 GAIN Employment and Activity Reporting System (GEARs) - A DPSS computerized system used to track and report employment, GAIN activity and Welfare-to-Work activities.

- 2.15 Homeless Case Management - A method of assessing the needs of the CalWORKs homeless and at-risk family and arranging, coordinating, monitoring, evaluating, and advocating for a package of multiple services to meet the specific family's complex needs.
- 2.16 Homeless Case Manager (HCM) - GAIN Services Workers (GSWs) assigned to CalWORKs district offices as Homeless Case Managers to assess case manage homeless and at-risk families applying for or already receiving CalWORKs.
- 2.17 Los Angeles Eligibility, Automated Determination, Evaluation and Reporting System (LEADER) - A DPSS computerized eligibility determination system for the CalWORKs and other welfare programs.
- 2.18 Participant - An individual who is receiving assistance through the CalWORKs Program.
- 2.19 Performance Indicators - Characteristics which can be identified objectively to establish the performance of activities and services to the required Contract standards.
- 2.20 Performance Requirements Summary (PRS) - Identifies the key performance indicators of the Contract that will be evaluated by County to assure Contract performance standards are met by Contractor.
- 2.21 PHASE - Permanent Housing Assistance Services - The PHASE system allows approved users from all departments and agencies such as DPSS, DHS, DMS, DCFS, LAHSA, to enter homeless families information, initiate and manage service referrals rendered to homeless families into a centralized database.
- 2.22 Quality Assurance Surveillance Plan (QASP) - A plan of action taken by County for monitoring Contractor's performance.
- 2.23 Quality Assurance Program - All necessary measures taken by Contractor to assure that the quality of service will meet Contract requirements regarding timeliness, accuracy, appearance, completeness, consistency, and conformity.
- 2.24 Random Sample - A standardized method for monitoring product (output) quality wherein all products within a lot (batch) stands a statistically equal chance of being selected for inspection.
- 2.25 Sample Size - The number of units or services to be checked in a given time period.
- 2.26 Standard - The acceptable level of performance set by County for performing a Contracted service or activity.
- 2.27 Statement of Work - This Contract's requirements for provision of transportation and emergency and transitional housing, the standards associated with those services, and the methods for monitoring Contractor's performance.

- 2.28 Welfare-to-Work Plan - The Contract between DPSS and a CalWORKs participant that states what Welfare-to-Work activities will be completed by a CalWORKs participant and what services will be provided by DPSS, so the participant can work toward self-sufficiency.
- 2.29 Welfare-to-Work Program - A program to assist parents/participants on public assistance to achieve economic self-sufficiency by obtaining unsubsidized employment.

3.0 COUNTY FURNISHED ITEMS

3.1 Computer Equipment

An inventory of all County-furnished equipment, computer terminals, personal computers (PCs) and furniture shall be initially established by the County and verified by the Contractor at start-up. The Contractor shall thereafter maintain the inventory. At Contract termination, all County provided space, furniture, and equipment shall be returned to the County.

If damages to equipment and/or theft of equipment occur due to the Contractor's negligence as determined by the County, the Contractor shall be responsible for the cost of repairs/replacements and will be billed by the County. Site inspections may be made by DPSS Property Management and/or other County or local government personnel (fire, city, etc.).

Contractor must maintain the security and integrity of the GEARS computer system by having up-to-date GEARS User Agreements on-file for each Emergency Shelter Services staff and disallowing the sharing of access codes and passwords between staff.

The County must evaluate and approve all software or tools used in the operation or support of the Contract. All approved software must be compatible with County standards and hardware and software standards.

3.2 Training

- 3.2.1 County shall arrange for the annual training of Contractor's staff on Civil Rights. This may be through direct training of Contractor's staff by County trainers or through a train-the-trainer program as agreed upon by County and Contractor.
- 3.2.2 County may provide cultural awareness and sensitivity training, and materials to Contractor staff. If County provides such training, Contractor shall ensure that all Contractor staff is trained.
- 3.2.3 County shall arrange for the training of Contractor's staff on accessing the GEARS system, if needed.
- 3.2.4 County shall train Contractor to input client level data in the DPSS PHASE system.

3.3 Materials

County shall provide for Contractor's use:

- 3.3.1 A list of County observed holidays.
- 3.3.2 A supply of civil rights complaint forms, PA 607, for use by CalWORKs participants in reporting civil rights complaints.
- 3.3.3 Upon request, DPSS Operations Handbook Section 21 on Civil Rights Program, State Manual Section 23-600 on Purchase of Service and all other documents referenced in this Contract with which the Contractor must comply.

4.0 **CONTRACTOR FURNISHED ITEMS**

4.1 General

Contractor shall furnish necessary personnel, space, equipment, supplies, and training except as provided by County, as specified in Section 3.0, above, to perform all services required by this Contract.

4.2 Staffing

- 4.2.1 Contractor shall provide staff with background experience and expertise to provide the services required in the Statement of Work.
- 4.2.2 Contractor shall provide bilingual staff to meet the needs of the County's CalWORKs participants receiving services from Contractor in the Homeless CalWORKs Families Emergency Shelter Services. When a participant's primary language is other than English or the participant is hearing-impaired, information shall be provided either through written materials in the appropriate language or by presentation of an interpreter in the language the participant understands.
- 4.2.3 Contractor shall have a methodology for verifying that bilingual employees are competent in reading, writing and speaking both English and the other languages in which they are providing services. Contractor's methodology shall be shared with County upon request.

4.3 Computer Equipment, Supplies and Security

- 4.3.1 As determined by Contractor, Contractor shall provide necessary computer equipment and supplies (e.g., paper and printer ribbons), except as provided by County in Section 3.0 above. Contractor shall be responsible for all equipment costs (terminals, controller, etc.) incurred as a result of Contractor's request for additional equipment beyond that number included in the awarded Contract.

- 4.3.2 Notwithstanding Section 3.0 above, Contractor shall be responsible for all site preparations costs (including lines, cables, etc.), incurred as a result of Contractor 's request for equipment relocation, a move to another facility, an additional office or a new service site.
- 4.3.3 Contractor shall report to the CCA, the loss, vandalism or theft of County computer supplies and equipment within 24 hours after discovery. For stolen equipment, Contractor shall contact the local law enforcement agency and submit a copy of the police report to the CCA within 24 hours, excluding week ends and holidays.
- 4.3.4 For equipment located at Contractor's facilities, Contractor shall provide all security for County computers and printers and computer access to ensure that the equipment is secure, and confidentiality of CalWORKs participants' records is maintained. Contractor shall provide security adequate to protect all County data in any media. Equipment must be secured to work stations in locked space. Data must be password protected to ensure only authorized staff have access.

4.4 Equipment

Contractor shall provide all equipment necessary to perform all services required by this Contract, except as identified in Section 3.0 above.

- 4.4.1 Specifically, Contractor shall provide sufficient telephone lines at its sites for CalWORKs participants, providers and DPSS staff to contact Contractor for the purpose of Emergency Shelter Services.
- 4.4.2 Contractor shall have responsibility for installation, repair and replacement of telephones and/or lines at Contractor's facility.

4.5 Site Preparation

Contractor shall be responsible for funding all site preparation costs. This includes any facility alterations and furniture upgrades to house the equipment.

5.0 **SPECIFIC TASKS OF THIS STATEMENT OF WORK**

5.1 Contractor

Contractor shall for Emergency Shelter Services Program:

- 5.1.1 Continue to provide services to the CalWORKs Welfare-to-Work families who are currently being assisted through this program.
- 5.1.2 Place families in emergency shelter on the day of the request for shelter, if the request is made between 8:00 a.m. and 4:30 p.m., Monday through Friday.

- 5.1.3 Access GEARS, to determine if families requesting services are enrolled and participating in the GAIN Program. Provide written program eligibility decision to Subcontractors. Print confirmation and attach to the Contractor Invoice Format, Attachment D sample invoice.
- 5.1.4 Enroll families in the Emergency Shelter Services Program, and receive the necessary case management and assistance, to successfully move from emergency shelter into transitional or permanent housing.
- 5.1.5 Provide families with emergency shelter, based on a per diem rate. Upon request by County, Contractor shall prepare and submit Attachment C, Emergency Shelter Services, Provider Per Diem Rate Structure, to DPSS for approval, providing a list of emergency shelter facilities by Supervisorial District to the County Contract Administrator, including each facility's allocation and per diem rate for the current year.
- 5.1.6 Monitor performance of Subcontractors to ensure compliance with program requirements on an annual basis or as deemed necessary.
- 5.1.7 Solicit for Subcontracted direct services through the open competitive process, and/or use existing Subcontractors for emergency shelter only.
- 5.1.8 Recruit and maintain sufficient Subcontractors to provide emergency shelter for the families. Subcontractors must be acceptable to and approved by the DPSS Director, and Subcontracts must include the direct service provider requirements. **Subcontractor shall abide by the 120 day Emergency Shelter Services limit for CalWORKs participants.**
- 5.1.9 Ensure all Subcontractors' funded under this Contract have standard outcomes designed to measure the performance or results of each project. Said outcomes shall describe the impact of the service provided by the Subcontractor on the client. In addition, the outcomes developed must be measurable and verifiable.
- 5.1.10 Ensure the Subcontractors' provide transportation to the families enrolled in the program if the family is not currently receiving these services through the GAIN Program.
 - 5.1.10.1 For families transported, ensure the adult family member complete and sign Technical Exhibit 12.6, Emergency Shelter Services Transportation Log. Attach the log to the MMR as specified in section 7.0.
- 5.1.11 Ensure the Subcontractors' shall provide a description of the type and level of case management, including frequency and type of contact that will be provided to the clients enrolled in the Emergency Shelter Services Program.

- 5.1.12 Ensure the Subcontractors' describe in detail the type of individualized housing plan to be developed with the client to move the family into transitional or permanent housing.

5.2 Performance Outcome Measures

Contractor shall track and report:

- 5.2.1 The number of families enrolled in emergency shelter services per day on the day of intake by each subcontractor.
- 5.2.2 The number of families enrolled/entered in emergency shelter services after the first day of intake due to late processing.
- 5.2.3 The number of families moved from emergency shelter and placed into transitional housing within 30, 60, 90, and 120 days.
- 5.2.4 The number of families moved from emergency shelter and placed into permanent housing within 30, 60, 90, and 120 days.
- 5.2.5 The number of families who left the emergency shelter services program, before the completion of the 120 day program, prior to placement into transitional or permanent housing.
- 5.2.6 The number of families who received emergency shelter services for 120 days and remained homeless.

6.0 **APPEALS AND HEARINGS (ASH)**

6.1 Public Hearings

Contractor shall participate in conciliation, grievance, state and other public hearings upon request of County, including attendance by Contractor's staff and providing records and documents as necessary.

County shall provide Contractor notice of meetings at least three (3) business days prior to such meetings.

6.2 Litigation

Contractor shall notify County in writing of pending litigation on any case, within ten (10) calendar days of being notified of pending litigation.

County shall notify Contractor in writing of pending litigation on any case within ten (10) calendar days of being notified of pending litigation. Cases in litigation must be retained by Contractor for at least three (3) years after the case is settled by the courts. In addition to lawsuits, records may be needed for Appeals and State Hearings, audits, and complaints. These records shall be made available to County by Contractor.

6.3 Hearing Decisions

Within 60 days of the start of this Contract, County shall provide Contractor with an administrative release which gives Contractor directions and timeline information for implementing decisions of a hearing officer or the County ASH Unit, including any requirement to report to County action Contractor took to implement such decisions, and what Contractor should do if participant or provider does not cooperate with Contractor to resolve the hearing problem.

7.0 **REPORTING TO DPSS**

7.1 Monthly Management Report (MMR)

Contractor shall submit a MMR, Attachment E sample report, to the CCA by the twenty-fifth (25th) calendar day of the month following the month of service.

7.1.1 For emergency shelter and services, Contractor shall submit the Emergency Shelter and Services Monthly Management Report, Attachment E, to the CCA by the twenty-fifth (25th) calendar day of the month following the month of service. The MMR should be included with the submission of the invoice as noted in Contract Sum, Section 5.0, sub-paragraph 5.9.2.

7.1.2 Contractor shall submit to DPSS the Participant Roster- DPSS/LAHSa Emergency Shelter Services Program, Attachment F, a monthly report containing the following information: a) participant's name; b) CalWORKs case number; c) DPSS Homeless Case Manager's name; d) date screened; e) date of entry/enrollment; f) date of exit; g) number of days enrolled in ESS program; h) reason for leaving program; i) destination type: transitional or permanent; and j) reason family was not placed in transitional or permanent housing. The report is due on the twenty-fifth (25th) workday of each month for the previous month. The report is to be sent to:

DPSS Administrative Headquarters
Attn: Jose M. Salgado, Project Administrator
12820 Crossroads Parkway South
City of Industry, CA, 91746

7.2 Monthly Complaint Log

Contractor shall submit its Monthly Complaint Log, Technical Exhibit 12.10 to the CCA by the twenty-fifth (25th) calendar day of the month following the month of service. The Monthly Complaint Log should be included with the MMR as specified in sub-section 7.1 above.

7.2.1 For emergency shelter and services, Contractor shall submit the Emergency Shelter and Services Monthly Complaint Log, Technical Exhibit 12.5, to the CCA by the twenty fifth (25th) calendar day of the month following the month of service. The Monthly Complaint Log should be included with the MMR as specified in sub-section 7.1.

7.3 Ad Hoc Reports

At various times, County may request data or other information from Contractor on an ad hoc basis, as needed by the Department, County Board of Supervisors, the State, or other County agencies or entities for budgetary or other purposes. Contractor shall provide the requested data, if available, to County in a mutually agreeable time period. LAHSA cannot be responsible for the provision of information based upon data which Subcontracting agencies have not been required to collect in the course of service provision.

8.0 **FRAUD REFERRALS**

Contractor shall make fraud referrals to the DPSS Welfare Fraud Prevention & Investigations (WFP&I) Section pursuant to the instructions in Administrative Directive Number 4126, dated 9/24/02, (provided to Contractor prior to contract effective date) and any supplements or other issuances subsequently released. In those instances when County requests Contractor to make a fraud referral, (e.g., County Contract Monitor review), fraud referrals shall be made to WFP&I within three (3) business days with a copy provided to the DPSS CalWORKs Division. A copy of all other fraud referrals initiated by Contractor shall also be provided to the DPSS CalWORKs Division.

9.0 **QUALITY ASSURANCE AND COMPLAINT SYSTEMS**

9.1 Quality Assurance Plan

Within ninety (90) days of the effective date of this Contract, Contractor shall present to County a comprehensive Quality Assurance Plan, including internal monitoring, Subcontractor monitoring schedules, and staff training systems, to assure that the requirements of this Contract are met, and that a consistently high level of services are provided throughout the term of this Contract. All monitoring records shall be provided to County upon request. The Plan shall include, but not be limited to the following:

- A. A monitoring system covering all services listed in Technical Exhibit 12.1, Performance Requirements Summary, identifying specific activities to be monitored, and the frequency of monitoring.
- B. Monthly monitoring of employee files, provider files and payment records for accuracy and timeliness of work; a review of the functioning of system quality controls; and observance of staff to ensure that employees rendering services under this Contract do not present themselves by commission or omission as agents, employees, or representatives of DPSS.

Monthly monitoring for Emergency Shelter and Services may include a focus on:

- 1. Number of families receiving emergency shelter.
- 2. Number of night's families received emergency shelter.
- 3. Type of emergency shelter received (shelter/motel).
- 4. Cost of emergency shelter.

- 5. Invoices.
- 6. Number of complaints received.
- 7. Number of families moved into transitional housing.
- 8. Number of families moved into permanent housing.
- C. Record keeping of all monitoring conducted by Contractor identification of all errors found, a clear description of the problem, the corrective action taken, and the time elapsed between identification and completed correction.
- D. Training plan for newly hired staff.
- E. Plans for re-training staff that are found to have above average levels of errors, including inaccuracy or timeliness of transporting participants.
- F. Samples of forms to be used in monitoring.
- G. Samples or records to be maintained of staff training.

9.2 DPSS Received Complaints

- 9.2.1 County shall refer complaints related to Emergency Shelter Services to Contractor in writing for resolution. Contractor shall notify County in writing of the resolution within five (5) calendar days County shall prepare a monthly listing of complaints referred to Contractor for resolution. Inquiries shall not be considered complaints. Calls not referred to Contractor for resolution shall not be considered complaints.

9.3 Contractor Received Complaints

- 9.3.1 Contractor shall maintain a Monthly Complaint Log, Technical Exhibit 12.5 of all complaints related to the Emergency Shelter Services received directly by Contractor. The log shall include complaints about providers, the Contractor or about other aspects of the outreach efforts.
- 9.3.2 Complaints which indicate abuse, neglect or exploitation of children shall be referred by Contractor to the Department of Children and Family Services within 24 hours of receipt.

10.0 **CUSTOMER SERVICE**

10.1 Customer Service Program

Contractor shall implement an active Customer Service Program that is consistent with the County's vision, as detailed in this Contract's Preamble. The Customer Service Program must be approved by DPSS and changes to the Program must be made allowing ten (10) business days.

10.2 Customer Service Monitoring

DPSS shall monitor the quality of the Contractor's Customer Service by randomly selecting participants for telephone and/or site surveys. The County, at its sole discretion, may change the means of measuring this standard via a Change Notice as specified in Standard Terms and Conditions, Section 8.0.

11.0 CIVIL RIGHTS COMPLAINTS PROCEDURE

Contractor shall comply with the terms of the Civil Rights Resolution Agreement as directed by DPSS, which includes but is not limited to the following:

- 11.1 Ensure public contact staff attend the mandatory Civil Rights training provided by DPSS.
- 11.2 Ensure notices and correspondences provided to the participants, if any, are in their respective primary language and provide interpreters to ensure meaningful access to services to all participants.
- 11.3 Maintain a record of all Civil Rights materials provided by DPSS and ensure all participants are provided with the Civil Rights materials.
- 11.4 Develop, and operate procedures for receiving, investigating and responding to civil rights complaints as follows:
 - 11.4.1 All Contractors must provide and assist participants with completing a PA 607 Complaint of Discriminatory Treatment in the participants' primary language.
 - 11.4.2 All Contractors must maintain a log of civil rights complaints.
 - 11.4.3 Contractor Manager (CM) will act as the Civil Rights Liaison (CRL) between the Agreement agency and the County Agreement Administrator (CCA) and Civil Rights Section (CRS).
 - 11.4.4 All CM/CRLs must forward all PA 607s to the CCA within two (2) business days.
 - 11.4.5 CM/CRLs should not attempt to investigate Civil Right complaints. Investigations are handled by CRS.

TECHNICAL EXHIBITS 12.0
PERFORMANCE REQUIREMENTS SUMMARY

1. PERFORMANCE REQUIREMENTS SUMMARY

The PRS displays the services that will be monitored by the County during the term of the agreement.

All listings of “Required Service” or “Standard” used in this PRS are intended to be consistent with the main body of the Contract and the Statement of Work (Attachment A), and are not meant in any case to create, extend, revise, or expand any obligation of Contractor beyond that specifically defined in the main body of the Contract and Statement of Work. In any case of inconsistency between “Required Service” or “Standard” as stated in the main body of the Contract or Statement of Work and this PRS, the meaning in the main body or Statement of Work will prevail. If any “Required Service” or “Standard” seems to be created in this PRS which is not specifically set forth in the main body or Statement of Work, that “Required Service” or “Standard” will be null and void and place no requirement on Contractor and will not be the basis of the assignment of any Unsatisfactory Performance Indicator (UPI) points.

In monitoring Contractor’s performance, County staff will monitor to the detailed terms set forth in the Statement of Work and the PRS. If County wishes to reinterpret the Contract and change work requirements, a negotiated change to the Contract will be done per Standard Terms and Conditions, Section 8.1, “Amendments/Change Notices” of the Contract. If Contractor believes that County staff has made interpretations that increase Contractor’s work or costs, Contractor’s Contract Manager shall contact the DPSS Contract Monitoring Division Chief and request a meeting to resolve the differences of Contract interpretation.

2. Performance Requirements Summary Chart

The PRS chart:

- Lists the required services most critical to satisfactory Contract performance (Column 1).
- Identifies the performance indicator used to determine that the standards have been met (Column 2).
- Defines the Standard of performance for each Required Service (Column 3).
- Shows the Maximum Acceptable Quality Level (AQL) for each Required Service that is allowed before County assesses Unsatisfactory Performance Indicator Points (Column 4).
- Shows the Monitoring Methods DPSS will use to evaluate Contractor’s performance in meeting the Contract requirements (Column 5).
- Shows the Monthly Unsatisfactory Performance Indicator Points to be assessed for exceeding the AQL, for each listed Contract requirement. These indicators may serve as the baseline for assessing the need to terminate the Contract (Column 6).

3. Quality Assurance

County will monitor Contractor quarterly using the PRS and County Quality Assurance Monitoring Plan (QAMP). The County may use a variety of inspection methods to evaluate the Contractor's performance. The methods of monitoring that may be used are:

- Random sampling; a standardized method for monitoring product (output) quality wherein all products within a lot (batch) stands a statistically equal chance of being selected for inspection. A random sampling chart shall be used to determine the number of items sampled. County has the option of using a normal, medium, or small sample size.
- One hundred percent inspection of items, such as reports and invoices, on a periodic basis (daily, weekly, monthly, quarterly, semi-annually, or annually) as determined necessary to assure a sufficient evaluation of the Contractor's performance;
- Review of participant files and reports maintained by the Contractor;
- Interviews/written surveys with participants and providers;
- Validated complaints to County Contract Administrator, administrative staff, other agencies and other departments with which Contractor has a relationship; and
- On-site evaluations.

4. Notices of County Review Findings

- Upon completion of a quarterly review, County shall provide Contractor a notice of the findings, including a Contract Discrepancy Report if necessary, within ten work days.
- Contractor shall have ten work days to respond, including taking corrective action, to the findings and Contract Discrepancy Reports. The ten work days will begin upon receipt of the findings by the Contractor. Contractor may ask for an extension of the time needed to respond and County shall not unreasonably deny such request.
- County shall respond to Contractor's responses within ten work days. The response shall indicate the acceptability or non-acceptability of the response. In the case of non-acceptability, the County shall provide the Contractor with the reason the response is unacceptable.
- Contractor shall have another ten work days to provide a final response, including corrective action. Contractor may request an in-person meeting to discuss its final response, which request County shall grant.
- County shall have ten work days to respond to the final response. At such time, County will issue the final report of findings, errors, assessed penalty points, and assessment of financial deductions. Financial deductions will be deducted from the Contractor's next administrative/operational month payment.

5. Criteria for Acceptable or Unacceptable Performance

Determination of the number of defects that renders a service unsatisfactory:

A sample may be selected at random so that it will be representative of the entire population. It is compared to the standard and conclusions are made about the Contractor performance for the whole group. The random sampling plan includes the following information:

- *Acceptable Quality Level (AQL)* - The maximum percent of defects that can be accepted and still meet the Contract Standard for satisfactory performance;
- *Lot Size* - The total number of unit or services to be provided;
- *Sample Size* - The number of units to be checked in a given time period; and
- *Acceptance/Rejection Numbers* - the numbers which indicate whether the lot is acceptable or unacceptable.

The AQL for each sampling is taken from the Performance Requirements Summary. The lot size is determined by estimating how often Contractor will provide a service during the sample period. To ensure each service has an equal chance of being selected, a random number table may be used to determine the sample.

An *Unsatisfactory Performance Indicator (UPI)* dollar amount assessed from the sample size shall be applied to the lot size. For example, a sample size of 100 selected from a lot size of 1000, with an AQL of 10 percent, allows for 10 acceptable discrepancies. If 12 discrepancies are found, the entire lot is considered unsatisfactory. For example, if five (5) points per incident is to be assessed, the following formula is used:

- $12 \div 100$ (sample size) = 12%
- $12\% - 10\% = 2\%$ over the AQL
- $12\% \times 1000$ (lot size) = 120 (# of unacceptable discrepancies)
- $120 \times 5 = 600$ points

When services are determined to be unsatisfactorily performed in the time stipulated, County may still desire the service be properly performed prior to the next scheduled performance review.

6. Remedy of Defects

Notwithstanding a finding of unsatisfactory service and assessment of Unsatisfactory Performance Indicators (UPIs), Contractor must, within ten (10) workdays, remedy any and all defects in the provision of the Contractor's services and, as deemed necessary by the CCA, perform such services again at an acceptable level.

7. Unsatisfactory Performance Remedies

When Contractor's performance does not conform to the requirements of this Contract, the County will have the option to apply the following nonperformance remedies:

- Require the Contractor to implement a formal corrective action plan, subject to approval by the County. In the plan, Contractor must include reasons for the unacceptable performance, specific steps to return performance to an acceptable level, and monitoring methods to prevent recurrence.
- Assess penalty amounts for each Unsatisfactory Performance Indicator (UPI) per

quarter that exceeds the allowable Acceptable Quality Level. Access deductions in the amount of ten dollars (\$10.00) per point for each UPI exceeding 100 points for the quarter.

- Failure of the Contractor to comply with or satisfy the request(s) for improvement of performance or to perform the neglected work specified within ten (10) workdays shall constitute authorization for the County to have the service(s) performed by others. The entire cost of such work performed by others as a consequence of the Contractor's failure to perform said service(s), as determined by the County, shall be credited to the County on the Contractor's future invoice.
- Suspend or cancel the contract for systematic, deliberate misrepresentations. This section does not preclude the County's right to terminate the Contract upon thirty (30) days written notice with or without cause, as provided for in Standard Terms and Conditions, section 8.66, Termination for Convenience of County, herein above.

EMERGENCY SHELTER AND SERVICES PERFORMANCE REQUIREMENTS SUMMARY CHART

<u>Required Service</u>	<u>Performance Indicator(s)</u>	<u>Standard(s)</u>	<u>Acceptable Quality Level (AQL)</u>	<u>Monitoring Methods</u>	<u>Monthly Unsatisfactory Performance Indicator Points for Exceeding the AQL</u>
Contract, Sub-section 5.9, Invoices and Payments, sub-paragraph 5.9.2	Contractor shall submit a monthly invoice by the 25 th day of each month for the previous month's actual cost of services rendered with all back-up documentation including the MMR, as specified in Attachment A, section 7.0, sub-section 7.1.1	Invoice and MMR shall be submitted by the 25 th calendar day of each month (excluding weekends and/or County holidays).	0.0%	Review delivery date to ensure receipt by the 25 th calendar of the month (excluding weekends and/or County holidays).	10 points per day after due date.
Attachment A, Section 5.1.5 Emergency Shelter - Per Diem Rate	Provide families with emergency shelter based on Provider Per Diem Rate Structure, (Attachment C).	Contractor shall ensure all Sub-contractors invoice according to the Provider Per Diem Rate Structure.	0.0%	Review Provider Per Diem Rate Structure sheet.	10 points per incident.
Attachment A, Section 5.1.6 Performance of Subcontractors	On an annual basis or as deemed necessary, Contractor shall monitor the performance of its Sub-contractors to ensure program compliance.	Contractor shall monitor all Subcontractors on an annual basis or as deemed necessary.	0.0%	Review Contractors monitoring reports of all Sub-contractors on an annual basis or as deemed necessary.	10 points per incident.
Attachment A, Section 5.1.8 Recruitment of Subcontractors	Contractor shall recruit and maintain sufficient Sub-contractors to provide emergency shelter for families.	Contractor must recruit a sufficient number of Subcontractors.	0.0%	Review Contractors list of Subcontractors to be approved by the DPSS.	10 points per incident
Attachment A, Section 5.1.10 Transportation	Sub-contractor shall provide transportation if family is not currently receiving these services through the GAIN Program.	Contractor shall ensure the Sub-contractors transport families.	0.0%	Review of Transportation log.	10 points per incident.
Attachment A, Section 5.1.11 and 5.1.12 Case Management	Sub-contractor shall detail the type and level of case management and plans to move the family into transitional or permanent housing.	Contractor shall ensure the Sub-contractors maintain case documentation.	0.0%	Review the case files during the quarterly on-site monitoring visit and the Participant Roster (Attachment F).	10 points per case reviewed with no case management or housing plan.
Attachment A, Section 5.2 Performance Outcome Measures, sub-section 5.2.1	Contractor shall track daily and report monthly, the number of families enrolled in emergency shelter services per day on the day of intake by each sub-contractor.	Contractor shall track and report the number of families enrolled.	0.0%	Review MMR and the case files during the quarterly on-site monitoring visit.	Issue a CDR.

EMERGENCY SHELTER AND SERVICES PERFORMANCE REQUIREMENTS SUMMARY CHART

<u>Required Service</u>	<u>Performance Indicator(s)</u>	<u>Standard(s)</u>	<u>Acceptable Quality Level (AQL)</u>	<u>Monitoring Methods</u>	<u>Monthly Unsatisfactory Performance Indicator Points for Exceeding the AQL</u>
Attachment A, Section 5.2 Performance Outcome Measures, sub-section 5.2.2	Contractor shall track daily and report monthly, the number of families enrolled/entered in emergency shelter services after the first date of intake due to late processing.	Contractor shall ensure the Sub-contractors track and report the number of families enrolled.	0.0%	Review MMR and the case files during the quarterly on-site monitoring visit.	Issue a CDR.
Attachment A, Section 5.2 Performance Outcome Measures, sub-section 5.2.3	Track and report monthly, the number of families moved from emergency shelter and placed into transitional housing within 30, 60, 90, and 120 days.	Contractor shall ensure the Sub-contractors track and report the number of families placed into transitional housing.	0.0%	Review MMR.	10 points per incident.
Attachment A, Section 5.2 Performance Outcome Measures, sub-section 5.2.4	Track and report monthly, the number of families moved from emergency shelter and placed into permanent housing within 30, 60, 90, and 120 days.	Contractor shall ensure the Sub-contractors track and report the number of families placed into permanent housing.	0.0%	Review MMR.	10 points per incident.
Attachment A, Section 5.2 Performance Outcome Measures, sub-section 5.2.5	Report monthly, the number of families who left the emergency shelter services program, before the completion of the 120 day program, prior to placement into transitional or permanent housing.	Contractor shall ensure the Sub-contractors report the number of families who left the ESS program.	0.0%	Review MMR.	10 points per incident.
Attachment A, Section 5.2 Performance Outcome Measures, sub-section 5.2.6	Report monthly, the number of families who received emergency shelter services for 120 days and remained homeless.	Contractor shall ensure the Sub-contractors report the number of families who remain homeless.	0.0%	Review MMR.	10 points per incident.
Attachment A, Section 7.1.2 Participant Roster	Contractor shall provide DPSS with a participant roster (Attachment F) which contains all information on families enrolled in program.	Participant Roster shall be submitted by the 25 th calendar day of each month (excluding weekends and/or County holidays).	0.0%	Review MMR.	10 points per day after due date.

**EMERGENCY SHELTER SERVICES
CASE DISCREPANCY REPORT (SAMPLE)**

TO: _____, **of:** _____ **Agency**

From: _____, **DPSS**

DISCREPANCY PROBLEM:

Signature of CCA: _____ **Report Date:** ____/____/____ **To Return By:** ____/____/____

CONTRACTOR RESPONSE (Cause and Corrective Action):

Signature of Agency Contract Manager: _____ **Response Date:** ____/____/____

COUNTY EVALUATION OF CONTRACTOR RESPONSE: Acceptable (Y OR N):

If not acceptable, reason:

Signature of CCA: _____ **Review Date:** ____/____/____ **To Return By:** ____/____/____

CONTRACTOR FOLLOW-UP ACTION:

Signature of Agency Contract Manager: _____ **Response Date:** ____/____/____

(Note: Subsequent County non-acceptance of Agency corrective action may be followed by more formal action)

**EMERGENCY SHELTER SERVICES
CONTRACT DISCREPANCY REPORT (SAMPLE)**

TO: _____, of: _____ Agency

From: _____, DPSS

DISCREPANCY PROBLEM:

Signature of CCA: _____ **Report Date:** ____/____/____ **To Return By:** ____/____/____

CONTRACTOR RESPONSE (Cause and Corrective Action):

Signature of Agency Contract Manager: _____ **Response Date:** ____/____/____

COUNTY EVALUATION OF CONTRACTOR RESPONSE: Acceptable (Y OR N):

If not acceptable, reason:

Signature of CCA: _____ **Review Date:** ____/____/____ **To Return By:** ____/____/____

CONTRACTOR FOLLOW-UP ACTION:

Signature of Agency Contract Manager: _____ **Response Date:** ____/____/____

(Note: Subsequent County non-acceptance of Agency corrective action may be followed by more formal action)

SAMPLE
EMERGENCY SHELTER SERVICES MONTHLY COMPLAINT LOG

REPORTING AGENCY: _____

REPORT MONTH: _____ YEAR: _____ STAFF PERSON COMPLETING REPORT: _____ DATE: _____

Date	Time Of Call	Complainant's Name	Agency or Participant	Primary Language	Explain Problem	Resolution	Staff Person	Time Spent
	a.m. p.m.							
	a.m. p.m.							
	a.m. p.m.							
	a.m. p.m.							

NOTE: Attach a copy of the Monthly Complaint Log to the Monthly Management Report



ESS TRANSPORTATION LOG

Sub-Contractor _____
Service Month _____



	Date	Client's Name and/or Destination	CW Case # or SNN	Referred to GAIN for Transportation (Yes or No)	Indicate: BT = Bus Tokens TV = Taxi Vouchers	Indicate Dollar Value of Bus Tokens or Taxi Vouchers	Client's Signature	Driver's Initials	Total Mileage	Indicate Destination: DMH, DPSS, DCFS, DMV, Social Security or if other, indicate the Location/Destination
1										
2										
3										
4										
5										
6										
7										
8										
9										
10										
11										
12										
13										
14										
15										
16										
17										
18										
19										
20										

Comments: _____

Completed by: _____ Title: _____ Date: _____

Note: Transportation Log is due by the 25th calendar day; attach to the MMR each month.

ATTACHMENT B
LOS ANGELES HOMELESS SERVICES AUTHORITY
BUDGET

BUDGET SUMMARY

PROJECT NAME: EMERGENCY SHELTER SERVICES

CONTRACTOR: Los Angeles Homeless Services Authority

CONTRACT PERIOD: 7/1/09 - 6/30/12

FISCAL YEAR: 2009-10, 2010-11, and 2011-12

CONTACT PERSON: REBECCA ISAACS

TELEPHONE NUMBER: (213) 683-3333

	Year 1* FY 09-10	Year 2** FY 10-11	Year 3*** FY 11-12	Grand Total
Salaries	180,563	180,563	180,563	541,689
Benefits and Taxes	55,494	55,494	55,494	166,482
Operating Costs	53,418	53,418	53,418	160,254
Direct Program Costs	2,605,273	2,605,273	2,605,273	7,815,819
Total Budget	2,894,748	2,894,748	2,894,748	8,684,244

Footnotes:

* year =contract term (J uly 1, 2009 through J une 30, 2010)

** year =contract term (J uly 1, 2010 through J une 30, 2011)

*** year =contract term (J uly 1, 2011 through J une 30, 2012)

LINE ITEM BUDGET

PROJECT NAME: EMERGENCY SHELTER SERVICES
 CONTRACTOR: LAHSA
 CONTRACT PERIOD: 7/01/09 - 6/30/10
 FISCAL YEAR: 2009 - 2010

CONTACT PERSON: REBECCA ISAACS
 TELEPHONE NUMBER: (213) 683-3333

ADMINISTRATIVE COSTS:						TOTAL
Salaries & Benefits (See Personnel Schedule)						
Salaries	180,563					180,563
Benefits and Taxes (30%-incl. Workers comp.)	55,494					55,494
Administrative Personnel Sub-total	\$ 236,057					236,057
Operating Costs						
Rent	16,429					16,429
DPSS Parking	731					731
Telephone	-					-
Recruitment Fee	-					-
Office Expenses	35,486					35,486
Insurance	-					-
Audit	772					772
Repairs and Maintenance	-					-
Operating Costs Sub-total	53,418					53,418
TOTAL ADMINISTRATIVE COSTS	289,475					289,475
DIRECT PROGRAM COSTS:						
	1st District	2nd District	3rd District	4th District	5th District	
EMERGENCY SHELTER FACILITIES:	322,818	885,793	-	261,123	176,053	1,645,787
HOTEL/MOTEL VOUCHERS:	-	-	286,580	129,668	214,738	630,986
MASTER LEASED APARTMENTS:	328,500	-	-	-	-	328,500
TOTAL DIRECT PROGRAM COSTS	651,318	885,793	286,580	390,791	390,791	2,605,273
TOTAL ADMINISTRATIVE COSTS	289,475					289,475
GRAND TOTAL CONTRACT COSTS	289,475	651,318	885,793	286,580	390,791	2,894,748

Footnotes:

(1) Office Expenses included telephone, office supplies, postages and other admin related expenses

ADMINISTRATIVE PERSONNEL SCHEDULE
EMERGENCY SHELTER SERVICES

CONTRACTOR: LAHSA
CONTRACT PERIOD: 7/01/09 - 6/30/10
FISCAL YEAR: 2009 - 2010

CONTACT PERSON: REBECCA ISAACS
TELEPHONE NUMBER: (213) 683-3333

Section I

PERSONNEL SALARIES	POSITION CLASSIFICATION	NUMBER OF POSITIONS	MONTHLY/ HOURLY SALARY	% TIME ALLOCATION	TOTAL MONTHLY COST	TOTAL 12-MONTH COST
Contracts Unit Manager	Administrative	1	5,928	45%	2,668	32,016
Contract Specialist	Administrative	1	3,978	50%	1,990	23,880
Contract Specialist	Administrative	1	3,978	10%	398	4,776
Executive Director	Executive	1	16,391	10%	1,640	19,678
Chief Operations Officer	Executive	1	15,029	10%	1,503	18,034
Chief Finance Officer	Administrative	1	12,377	5%	619	7,428
Compliance Officer	Administrative	1	7,356	3%	221	2,652
Budget Manager	Administrative	1	5,747	3%	173	2,076
Administrative Manager	Administrative	1	6,215	5%	311	3,732
Program Financial Manager	Administrative	1	5,747	5%	288	3,456
Fin Analyst	Administrative	1	5,747	10%	575	6,900
Supv Acct/Auditor	Administrative	1	4,951	10%	496	5,952
Supv Acct/Auditor	Administrative	1	4,951	10%	496	5,952
Supv Acct/Auditor	Administrative	1	5,150	10%	515	6,180
Program Acct/Aud	Administrative	1	3,536	10%	354	4,248
Admin Program Accountant	Administrative	1	3,713	10%	372	4,464
Admin Asst	Administrative	1	2,652	10%	266	3,192
Director IT/HMIS	Administrative	0.5	9,283	5%	185	2,220
Network Administrator	Administrative	1	4,972	20%	995	11,940
Database Administrator	Administrative	1	6,100	5%	306	3,672
Director of Human Resources	Administrative	1	6,759	10%	676	8,115
Total Salaries:					15,047	180,563

Section II

EMPLOYEE BENEFITS BY CLASSIFICATION	POSITION CLASSIFICATION	POSITION CLASSIFICATION	POSITION CLASSIFICATION	POSITION CLASSIFICATION	POSITION CLASSIFICATION	(5)	TOTAL
Health Plan (3)							\$0
Dental Plan							\$0
Retirement							\$0
SUI							\$0
Social Security							\$0
Worker's Compensation							\$0
Long-Term Disability							\$0
Holidays							\$0
Sick Leave							\$0
Vacation							\$0
Life Insurance							\$0
Staff Parking/Bus Passes							\$0
Fringe Benefit Subtotal	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$55,494
Total # of Positions by Classification							
Total Fringe Benefits (4):	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$55,494

Footnotes:

Fringe Benefits at **30%** of salaries

- (1) Annual Year is Fiscal Year
- (2) Contractors must be in compliance with the County's Living Wage Ordinance.
- (3) Indicate if Cafeteria Plan
- (4) Fringe Benefits Subtotal per Classification x number of position
- (5) Change the column heading to the name of the position and provide benefit information for that position

PROJECT NAME: EMERGENCY SHELTER SERVICES

CONTRACTOR:	LAHSA	CONTACT PERSON: REBECCA ISAACS
CONTRACT PERIOD:	7/01/09 - 6/30/10	TELEPHONE NUMBER: (213) 683-3333
FISCAL YEAR:	2009 - 2010	

DIRECT SERVICES

Supervisory District 1 25%		Supervisory District 2 34%		Supervisory District 3 11%		Supervisory District 4 15%		Supervisory District 5 15%	
La Family Housing Corporation	\$ 236,142	Special Services for Groups	\$ 588,385	Ocean Park Community Center	\$ 148,927	Harbor Interfaith Services	\$ 179,807	Lutheran Social Services	\$ 214,738
Beyond Shelter	\$ 328,500	Upward Bound House	\$ 216,092	St. Joseph's Center	\$ 137,653	City of Long Beach	\$ 129,668	Antelope Valley Domestic Violence Council	\$ 176,053
The Salvation Army	\$ 86,676	1736 Family Crisis Center	\$ 81,316			1736 Family Crisis Center	\$ 81,316		
TOTAL	\$ 651,318		\$ 885,793		\$ 286,580		\$ 390,791		\$ 390,791
TOTAL	\$ 651,318		\$ 885,793		\$ 286,580		\$ 390,791		\$ 390,791

Total Direct Services Costs
\$ 2,605,273

Los Angeles Homeless Services Authority, Contract # _____

EMERGENCY SHELTER SERVICES

Department or Agency: Los Angeles Homeless Services Authority

Fiscal Year: 2009 - 2010

Contact Person Rebecca Isaacs

MOU Date: _____

Phone No. (213) 683-3333

Contract # _____

EDP EQUIPMENT SCHEDULE

Line Number	Description	Quantity	Unit Cost	Total Cost
GRAND TOTAL				\$0.00

DPSS Review / Approval *(circle one)* :

Name: _____
Division/Section _____

Title: _____
Date: _____

Justification Submitted Yes No

- OMB Circular A-87 provides that the cost of equipment must "be reasonable and necessary for proper and efficient performance and administration of the project."
- No EDP equipment over \$5,000 per item.

Los Angeles Homeless Services Authority, Contract #

EMERGENCY SHELTER SERVICES

Fiscal Year: 2009 - 2010

EDP EQUIPMENT JUSTIFICATION

JUSTIFICATION

This image shows a single sheet of white paper with horizontal blue ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Prepared by: _____

Phone No. _____

LINE ITEM BUDGET

PROJECT NAME: EMERGENCY SHELTER SERVICES
 CONTRACTOR: LAHSA
 CONTRACT PERIOD: 7/01/2010 - 6/30/2011
 FISCAL YEAR: 2010 - 2011

CONTACT PERSON: REBECCA ISAACS
 TELEPHONE NUMBER: (213) 683-3333

ADMINISTRATIVE COSTS:						TOTAL
Salaries & Benefits (See Personnel Schedule)						
Salaries	180,563					180,563
Benefits and Taxes (30%-incl. Workers comp.)	55,494					55,494
Administrative Personnel Sub-total	\$ 236,057					236,057
Operating Costs						
Rent	16,429					16,429
DPSS Parking	731					731
Telephone	-					-
Recruitment Fee	-					-
Office Expenses	35,486					35,486
Insurance	-					-
Audit	772					772
Repairs and Maintenance	-					-
Operating Costs Sub-total	53,418					53,418
TOTAL ADMINISTRATIVE COSTS	289,475					289,475
DIRECT PROGRAM COSTS:						
	<u>1st District</u>	<u>2nd District</u>	<u>3rd District</u>	<u>4th District</u>	<u>5th District</u>	
EMERGENCY SHELTER FACILITIES:	322,818	885,793	-	261,123	176,053	1,645,787
HOTEL/MOTEL VOUCHERS:		-	286,580	129,668	214,738	630,986
MASTER LEASED APARTMENTS:	328,500	-	-	-	-	328,500
TOTAL DIRECT PROGRAM COSTS	651,318	885,793	286,580	390,791	390,791	2,605,273
TOTAL ADMINISTRATIVE COSTS	289,475					289,475
GRAND TOTAL CONTRACT COSTS	289,475	651,318	885,793	286,580	390,791	2,894,748

Footnotes:

(1) Office Expenses included telephone, office supplies, postages and other admin related expenses

ADMINISTRATIVE PERSONNEL SCHEDULE
EMERGENCY SHELTER SERVICES

CONTRACTOR: LAHSA
CONTRACT PERIOD: 7/01/2010 - 6/30/2011
FISCAL YEAR: 2010 - 2011

CONTACT PERSON: REBECCA ISAACS
TELEPHONE NUMBER: (213) 683-3333

Section I

PERSONNEL SALARIES	POSITION CLASSIFICATION	NUMBER OF POSITIONS	MONTHLY/ HOURLY SALARY	% TIME ALLOCATION	TOTAL MONTHLY COST	TOTAL 12-MONTH COST
Contracts Unit Manager	Administrative	1	5,928	45%	2,668	32,016
Contract Specialist	Administrative	1	3,978	50%	1,990	23,880
Contract Specialist	Administrative	1	3,978	10%	398	4,776
Executive Director	Executive	1	16,391	10%	1,640	19,678
Chief Operations Officer	Executive	1	15,029	10%	1,503	18,034
Chief Finance Officer	Administrative	1	12,377	5%	619	7,428
Compliance Officer	Administrative	1	7,356	3%	221	2,652
Budget Manager	Administrative	1	5,747	3%	173	2,076
Administrative Manager	Administrative	1	6,215	5%	311	3,732
Program Financial Manager	Administrative	1	5,747	5%	288	3,456
Fin Analyst	Administrative	1	5,747	10%	575	6,900
Supv Acct/Auditor	Administrative	1	4,951	10%	496	5,952
Supv Acct/Auditor	Administrative	1	4,951	10%	496	5,952
Supv Acct/Auditor	Administrative	1	5,150	10%	515	6,180
Program Acct/Aud	Administrative	1	3,536	10%	354	4,248
Admin Program Accountant	Administrative	1	3,713	10%	372	4,464
Admin Asst	Administrative	1	2,652	10%	266	3,192
Director IT/HMIS	Administrative	0.5	9,283	5%	185	2,220
Network Administrator	Administrative	1	4,972	20%	995	11,940
Database Administrator	Administrative	1	6,100	5%	306	3,672
Director of Human Resources	Administrative	1	6,759	10%	676	8,115
Total Salaries:					15,047	180,563

Section II

EMPLOYEE BENEFITS BY CLASSIFICATION	POSITION CLASSIFICATION	POSITION CLASSIFICATION	POSITION CLASSIFICATION	POSITION CLASSIFICATION	POSITION CLASSIFICATION	(5)	TOTAL
Health Plan (3)							\$0
Dental Plan							\$0
Retirement							\$0
SUI							\$0
Social Security							\$0
Worker's Compensation							\$0
Long-Term Disability							\$0
Holidays							\$0
Sick Leave							\$0
Vacation							\$0
Life Insurance							\$0
Staff Parking/Bus Passes							\$0
Fringe Benefit Subtotal	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$55,494
Total # of Positions by Classification							
Total Fringe Benefits (4):	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$55,494

Footnotes:

Fringe Benefits at **30%** of salaries

- (1) Annual Year is Fiscal Year
- (2) Contractors must be in compliance with the County's Living Wage Ordinance.
- (3) Indicate if Cafeteria Plan
- (4) Fringe Benefits Subtotal per Classification x number of position
- (5) Change the column heading to the name of the position and provide benefit information for that position

PROJECT NAME: EMERGENCY SHELTER SERVICES

CONTRACTOR:	LAHSA	CONTACT PERSON: REBECCA ISAACS
CONTRACT PERIOD:	7/01/2010 - 6/30/2011	TELEPHONE NUMBER: (213) 683-3333
FISCAL YEAR:	2010 - 2011	

DIRECT SERVICES									
Supervisory District 1 25%		Supervisory District 2 34%		Supervisory District 3 11%		Supervisory District 4 15%		Supervisory District 5 15%	
La Family Housing Corporation	\$ 236,142	Special Services for Groups	\$ 588,385	Ocean Park Community Center	\$ 148,927	Harbor Interfaith Services	\$ 179,807	Lutheran Social Services	\$ 214,738
Beyond Shelter	\$ 328,500	Upward Bound House	\$ 216,092	St. Joseph's Center	\$ 137,653	City of Long Beach	\$ 129,668	Antelope Valley Domestic Violence Council	\$ 176,053
The Salvation Army	\$ 86,676	1736 Family Crisis Center	\$ 81,316			1736 Family Crisis Center	\$ 81,316		
TOTAL	\$ 651,318		\$ 885,793		\$ 286,580		\$ 390,791		\$ 390,791
TOTAL	\$ 651,318		\$ 885,793		\$ 286,580		\$ 390,791		\$ 390,791

Total Direct Services Costs
\$ 2,605,273

Los Angeles Homeless Services Authority, Contract # _____

EMERGENCY SHELTER SERVICES

Department or Agency: Los Angeles Homeless Services Authority

Fiscal Year: 2010 - 2011

Contact Person: Rebecca Isaacs

MOU Date: _____

Phone No.: (213) 683-3333

Contract #: _____

EDP EQUIPMENT SCHEDULE

Line Number	Description	Quantity	Unit Cost	Total Cost
GRAND TOTAL				\$0.00

DPSS Review / Approval *(circle one)*:

Name: _____
Division/Section: _____

Title: _____
Date: _____

Justification Submitted Yes No

- OMB Circular A-87 provides that the cost of equipment must "be reasonable and necessary for proper and efficient performance and administration of the project."
- No EDP equipment over \$5,000 per item.

Los Angeles Homeless Services Authority, Contract #

EMERGENCY SHELTER SERVICES

Fiscal Year: 2010 - 2011

EDP EQUIPMENT JUSTIFICATION

JUSTIFICATION

Prepared by: _____

Phone No. _____

LINE ITEM BUDGET

PROJECT NAME: EMERGENCY SHELTER SERVICES
 CONTRACTOR: LAHSA
 CONTRACT PERIOD: 7/01/11 - 6/30/12
 FISCAL YEAR: 2011 - 2012

CONTACT PERSON: REBECCA ISAACS
 TELEPHONE NUMBER: (213) 683-3333

ADMINISTRATIVE COSTS:						TOTAL
Salaries & Benefits (See Personnel Schedule)						
Salaries	180,563					180,563
Benefits and Taxes (30%-incl. Workers comp.)	55,494					55,494
Administrative Personnel Sub-total	\$ 236,057					236,057
Operating Costs						
Rent	16,429					16,429
DPSS Parking	731					731
Telephone	-					-
Recruitment Fee	-					-
Office Expenses	35,486					35,486
Insurance	-					-
Audit	772					772
Repairs and Maintenance	-					-
Operating Costs Sub-total	53,418					53,418
TOTAL ADMINISTRATIVE COSTS	289,475					289,475
DIRECT PROGRAM COSTS:						
	<u>1st District</u>	<u>2nd District</u>	<u>3rd District</u>	<u>4th District</u>	<u>5th District</u>	
EMERGENCY SHELTER FACILITIES:	322,818	885,793	-	261,123	176,053	1,645,787
HOTEL/MOTEL VOUCHERS:		-	286,580	129,668	214,738	630,986
MASTER LEASED APARTMENTS:	328,500	-	-	-	-	328,500
TOTAL DIRECT PROGRAM COSTS	651,318	885,793	286,580	390,791	390,791	2,605,273
TOTAL ADMINISTRATIVE COSTS	289,475					289,475
GRAND TOTAL CONTRACT COSTS	289,475	651,318	885,793	286,580	390,791	2,894,748

Footnotes:

(1) Office Expenses included telephone, office supplies, postages and other admin related expenses

ADMINISTRATIVE PERSONNEL SCHEDULE
EMERGENCY SHELTER SERVICES

CONTRACTOR: LAHSA
CONTRACT PERIOD: 7/01/11 - 6/30/12
FISCAL YEAR: 2011 - 2012

CONTACT PERSON: REBECCA ISAACS
TELEPHONE NUMBER: (213) 683-3333

Section I

PERSONNEL SALARIES	POSITION CLASSIFICATION	NUMBER OF POSITIONS	MONTHLY/ HOURLY SALARY	% TIME ALLOCATION	TOTAL MONTHLY COST	TOTAL 12-MONTH COST
Contracts Unit Manager	Administrative	1	5,928	45%	2,668	32,016
Contract Specialist	Administrative	1	3,978	50%	1,990	23,880
Contract Specialist	Administrative	1	3,978	10%	398	4,776
Executive Director	Executive	1	16,391	10%	1,640	19,678
Chief Operations Officer	Executive	1	15,029	10%	1,503	18,034
Chief Finance Officer	Administrative	1	12,377	5%	619	7,428
Compliance Officer	Administrative	1	7,356	3%	221	2,652
Budget Manager	Administrative	1	5,747	3%	173	2,076
Administrative Manager	Administrative	1	6,215	5%	311	3,732
Program Financial Manager	Administrative	1	5,747	5%	288	3,456
Fin Analyst	Administrative	1	5,747	10%	575	6,900
Supv Acct/Auditor	Administrative	1	4,951	10%	496	5,952
Supv Acct/Auditor	Administrative	1	4,951	10%	496	5,952
Supv Acct/Auditor	Administrative	1	5,150	10%	515	6,180
Program Acct/Aud	Administrative	1	3,536	10%	354	4,248
Admin Program Accountant	Administrative	1	3,713	10%	372	4,464
Admin Asst	Administrative	1	2,652	10%	266	3,192
Director IT/HMIS	Administrative	0.5	9,283	5%	185	2,220
Network Administrator	Administrative	1	4,972	20%	995	11,940
Database Administrator	Administrative	1	6,100	5%	306	3,672
Director of Human Resources	Administrative	1	6,759	10%	676	8,115
Total Salaries:					15,047	180,563

Section II

EMPLOYEE BENEFITS BY CLASSIFICATION	POSITION CLASSIFICATION	POSITION CLASSIFICATION	POSITION CLASSIFICATION	POSITION CLASSIFICATION	POSITION CLASSIFICATION	(5)	TOTAL
Health Plan (3)							\$0
Dental Plan							\$0
Retirement							\$0
SUI							\$0
Social Security							\$0
Worker's Compensation							\$0
Long-Term Disability							\$0
Holidays							\$0
Sick Leave							\$0
Vacation							\$0
Life Insurance							\$0
Staff Parking/Bus Passes							\$0
Fringe Benefit Subtotal	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$55,494
Total # of Positions by Classification							
Total Fringe Benefits (4):	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$55,494

Footnotes:

Fringe Benefits at **30%** of salaries

- (1) Annual Year is Fiscal Year
- (2) Contractors must be in compliance with the County's Living Wage Ordinance.
- (3) Indicate if Cafeteria Plan
- (4) Fringe Benefits Subtotal per Classification x number of position
- (5) Change the column heading to the name of the position and provide benefit information for that position

PROJECT NAME: EMERGENCY SHELTER SERVICES

CONTRACTOR: LAHSA	CONTACT PERSON: REBECCA ISAACS
CONTRACT PERIOD: 7/01/11 - 6/30/12	TELEPHONE NUMBER: (213) 683-3333
FISCAL YEAR: 2011 - 2012	

DIRECT SERVICES									
Supervisory District 1 25%		Supervisory District 2 34%		Supervisory District 3 11%		Supervisory District 4 15%		Supervisory District 5 15%	
La Family Housing Corporation	\$ 236,142	Special Services for Groups	\$ 588,385	Ocean Park Community Center	\$ 148,927	Harbor Interfaith Services	\$ 179,807	Lutheran Social Services	\$ 214,738
Beyond Shelter	\$ 328,500	Upward Bound House	\$ 216,092	St. Joseph's Center	\$ 137,653	City of Long Beach	\$ 129,668	Antelope Valley Domestic Violence Council	\$ 176,053
The Salvation Army	\$ 86,676	1736 Family Crisis Center	\$ 81,316			1736 Family Crisis Center	\$ 81,316		
TOTAL	\$ 651,318		\$ 885,793		\$ 286,580		\$ 390,791		\$ 390,791
TOTAL	\$ 651,318		\$ 885,793		\$ 286,580		\$ 390,791		\$ 390,791

Total Direct Services Costs
\$ 2,605,273

Los Angeles Homeless Services Authority, Contract # _____

EMERGENCY SHELTER SERVICES

Department or Agency: Los Angeles Homeless Services Authority

Fiscal Year: 2011 - 2012

Contact Person: Rebecca Isaacs

MOU Date: _____

Phone No.: (213) 683-3333

Contract #: _____

EDP EQUIPMENT SCHEDULE

Line Number	Description	Quantity	Unit Cost	Total Cost
GRAND TOTAL				\$0.00

DPSS Review / Approval *(circle one)*:

Name: _____
Division/Section: _____

Title: _____
Date: _____

Justification Submitted Yes No

- OMB Circular A-87 provides that the cost of equipment must "be reasonable and necessary for proper and efficient performance and administration of the project."
- No EDP equipment over \$5,000 per item.

Los Angeles Homeless Services Authority, Contract #

EMERGENCY SHELTER SERVICES

Fiscal Year: 2011 - 2012

EDP EQUIPMENT JUSTIFICATION

JUSTIFICATION

Prepared by: _____

Phone No. _____

ATTACHMENT C

PROVIDER PER DIEM RATE STRUCTURES

**EMERGENCY SHELTER AND SERVICES
JULY 1, 2009 THROUGH JUNE 30, 2010**

PROVIDER PER DIEM RATE STRUCTURE

Supv District	Providers	Per Diem Amount for Shelter	Per Diem Amount for Case Management	Per Diem Amount for Operating Costs	Total Per Diem Rate
Vouchers and Case Management					
1	Beyond Shelter	\$44.70	\$23.84	\$3.26	\$71.80
2	Upward Bound House	\$22.89	\$61.22	\$14.57	\$98.68
2	1736 Family Crisis Center	\$6.16	\$78.05	\$27.17	\$111.38
3	Ocean Park Community Center	\$57.51	\$9.31	0.45	\$67.27
3	St. Joseph Center	\$70.10	\$10.65	\$7.99	\$88.74
4	City of Long Beach	\$65.00	\$23.67	\$0.14	\$88.81
5	Lutheran Social Services	\$74.79	\$14.49	\$8.77	\$98.05
Shelter and Case Management					
1	Los Angeles Family Housing Corporation	\$5.04	\$46.71	\$6.90	\$58.65
1	The Salvation Army	\$33.03	\$66.18	\$19.52	\$118.73
2	Special Service for Groups, Inc.	\$39.00	\$29.87	\$16.91	\$85.78
4	1736 Family Crisis Center	\$4.86	\$88.18	\$18.35	\$111.39
4	Harbor Interfaith Services	\$12.07	\$68.39	\$18.06	\$98.53
5	AV Domestic Violence Council	\$27.73	\$103.45	\$29.61	\$160.79

ATTACHMENT D
CONTRACTOR INVOICE FORMAT

CONTRACTOR INVOICE FORMAT

Date: _____

Invoice Month: _____

Contractor Information:

Contract No. _____
 Vendor No. _____
 Vendor Taxpayer I. D. _____
 Contract Period _____

Los Angeles Homeless Services Authority
 215 West 6th Street - 8th Floor
 Los Angeles, California 90013
 Contact Name: _____
 Telephone No: _____

Summary

Advance on Hand (Beg): \$ _____
 Cash Received \$ _____
 Monthly Cost Incurred: \$ _____
 Amount on Hand (End): \$ _____

I. Advance Payment Request: \$ _____

II. LAHSA Administrative Costs:

A. Salaries-Emergency Response Team Staff \$ _____
 B. Salaries-Administrative Supervision \$ _____
 C. Employee Benefits and Taxes \$ _____

Total Administrative Costs \$ _____

III. Operating Costs: \$ _____

IV. Direct Program Costs:

Projects	Total
1. East Valley	\$ _____
2. Glendale	\$ _____
3. Pomona	\$ _____
4. S. G. Valley	\$ _____
5. Skid Row	\$ _____
6. South Central	\$ _____

Total Direct Program Costs \$ _____
 (1) thru (6)

IV. Payment to LAHSA (I.+II.+III.+IV.): \$ _____

CONTRACTOR Signature_____
Date Signed

FOR DPSS USE ONLY

COUNTY Contract Administrator Signature_____
Approval Date_____
Date to Fiscal Operations

Monthly Invoice is due on 25th day of each month for the previous month's actual costs of services.

ATTACHMENT E
MONTHLY MANAGEMENT REPORT

ESS Monthly Management Report - Service Month: _____

Sub-contractors:		Family Crisis Ctr SD2	Family Crisis Ctr SD4	AV Domestic Violence Council	Beyond Shelter	City of Long Beach	Harbor Interfaith Svcs	LA Family Housing Corp.	Lutheran Social Svcs	Ocean Park Com. Ctr	Special Svcs for Groups	St. Joseph Center	The Salvation Army	Upward Bound House	Total
Emergency Shelter:															
1	# of homeless CalWORKS (CW) Families screened for Emergency Shelter														
1a	# of unduplicated/new homeless CW Families who entered emergency shelter this month														
2	# of homeless CW Families who rec'd Emerg. Shelter (duplicate # - includes prior/current svc months)														
2a	# of nights for each family in #2 that rec'd Emerg. Shelter														
Type of Shelter Received:															
1	Emergency Shelter Facility														
2	Hotels/Motels														
Transportation:															
1	# of homeless CW Families <u>receiving</u> Transportation Services														
Families Placed by Subcontractors:															
1	# of homeless CW Families placed into <u>Transitional</u> Housing														
2	# of homeless CW Families placed into <u>Permanent</u> Housing														
3	# of homeless CW families that left the program <u>without</u> placement														
4	# of homeless CW families <u>remaining</u> in the program														
Complaints:															
1	# of Complaints Received														
2	# of Complaints Resolved														

Comments:

Completed by: _____ Title: _____ Date: _____

MMR is due the 25th calendar day after the service month; attach Transportation Logs & Participant Rosters.

ESS Monthly Management Report - Service Month: _____

Section	Sub-contractors:	Family Crisis Ctr SD2	Family Crisis Ctr SD4	AV Domestic Violence Council	Beyond Shelter	City of Long Beach	Harbor Interfaith Svcs	LA Family Housing Corp.	Lutheran Social Svcs	Ocean Park Com. Ctr	Special Svcs for Groups	St. Joseph Center	The Salvation Army	Upward Bound House	Total
5.2.1	# of Families enrolled in ESS per day on the day of intake.														
5.2.2	# of Families enrolled/ entered in ESS after the first day of intake due to late processing.														
5.2.3	# of Families moved from emergency shelter & placed in transitional housing within:														
	30 days														
	60 days														
	90 days														
	120 days														
5.2.4	# of Families moved from emergency shelter & placed in permanent housing within:														
	30 days														
	60 days														
	90 days														
	120 days														
5.2.5	# of Families who left ESS prior to placement into transitional or permanent housing.														
5.2.6	# of Families who received ESS for 120 days & remained homeless.														
Long Term Retention: Number of Families remaining in <u>transitional</u> housing for six months.															
Long Term Retention: Number of Families remaining in <u>permanent</u> housing for six months.															

Comments: _____

Completed by: _____

Title: _____

Date: _____

MMR is due the 25th calendar day after the service month; attach Transportation Logs & Participant Rosters.

ATTACHMENT F
PARTICIPANT ROSTER

**Participant Roster
Emergency Shelter Services Program**

SubContractor: _____

Service Month: _____

Participant's Name (1)	CalWORKs Case#	DPSS Homeless Case Manager's Name	Date Screened	Date of Entry/ Enrollment	Date of Exit	# of Days enrolled in ESS Pgm	Reason for Leaving Program (2)	Destination Type: T or P (3)	Reason Family was not placed in transitional or permanent housing (4)
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									

(1) List all Families participating in the ESS Program during the reporting service month.

(2) Reason why Family was not placed after completing the 120 days in the ESS program.

(3) Indicate T = Transitional or P = Permanent Housing

(3) Reason for leaving prior to placement or completion of the 120 days in the ESS program.

Comments: _____

Completed by: _____

Title: _____

Date: _____

Note: Email/Fax [562/695-2809 by the 25th calendar day each month after the previous service month to: Jose Salgado, Project Administrator, JoseSalgado@dpss.lacounty.gov

~or~ Tegest Tekie, CalWORKs Program Analyst, TegestTekie@dpss.lacounty.gov **(TO BE SENT BY LAHSA ONLY)**

Participant Roster is due the 25th calendar day after the service month; attach Transportation Logs & Participant Rosters.

ATTACHMENT G
BIDDER'S/OFFEROR'S NON-DISCRIMINATION
IN SERVICES CERTIFICATION

BIDDER'S/OFFEROR'S NONDISCRIMINATION IN SERVICE CERTIFICATION

Los Angeles Homeless Services Authority (LAHSA)

Contractor's Name

453 S. Spring Street, 12th Floor, Los Angeles, CA 90013

Address

95-4498834

Internal Revenue Service Employer Identification Number

GENERAL

In accordance with Subchapter VI and VII of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1975, the Food Stamp Act of 1977, and the American with Disabilities Act of 1990, the Contractor, supplier, or proposer certifies and agrees that all persons serviced by such firm, its affiliates, subsidiaries, or holding companies are and will be treated equally by the firm without regard to or because of race, color, gender, religion, ancestry, national origin, age, condition of disability, marital status, political affiliation or sex and in compliance with all anti-discrimination laws of the United States of America and the State of California.

PROPOSER'S CERTIFICATION

- | | | |
|----|---|--------------|
| | | (Circle one) |
| 1. | The Proposer has a written policy statement prohibiting discrimination in providing services and benefits. | Yes No |
| 2. | The Proposer periodically monitors the equal provision of services to ensure nondiscrimination. | Yes No |
| 3. | Where problem areas are identified in equal provisions of services and benefits, the Proposer has a system for taking reasonable corrective action within a specified length of time. | Yes No |

 Authorized Official's Printed Name and Title

 Authorized Official's Signature

 Date

ATTACHMENT H
CERTIFICATION OF NO CONFLICT OF INTEREST

CERTIFICATION OF NO CONFLICT OF INTEREST

The Los Angeles County Code, Section 2.180.010, provides as follows:

CONTRACTS PROHIBITED

Notwithstanding any other section of this Code, the County shall not contract with, and shall reject any proposals submitted by, the persons or entities specified below, unless the Board of Supervisors finds that special circumstances exist which justify the approval of such contract:

1. Employees of the County or of public agencies for which the Board of Supervisors is the governing body;
2. Profit-making firms or businesses in which employees described in Number 1 serve as officers, principals, partners, or major shareholders;
3. Persons who, within the immediately preceding 12 months, came within the provisions of Number 1, and who:
 - a. Were employed in positions of substantial responsibility in the area of service to be performed by the contract; or
 - b. Participated in any way in developing the contract or its service specifications; and
4. Profit-making firms or businesses in which the former employees, described in Number 3, serve as officers, principals, partners, or major shareholders.

Contracts submitted to the Board of Supervisors for approval or ratification shall be accompanied by an assurance by the department submitting, district or agency that the provisions of this section have not been violated.

Authorized Official's Printed Name

Authorized Official Title

Authorized Official's Signature

ATTACHMENT I

CHARITABLE CONTRIBUTIONS CERTIFICATION

CHARITABLE CONTRIBUTIONS CERTIFICATION

Los Angeles Homeless Services Authority (LAHSA)

Contractor's Name

453 S. Spring Street, 12th Floor, Los Angeles, CA 90013

Address

95-4498834

Internal Revenue Service Employer Identification Number

California Registry of Charitable Trusts "CT" number (if applicable)

The Nonprofit Integrity Act (SB 1262, Chapter 919) added requirements to California's Supervision of Trustees and Fundraisers for Charitable Purposes Act which regulates those receiving and raising charitable contributions.

Check the Certification below that is applicable to your company.

- ☐ Proposer or Contractor has examined its activities and determined that it does not now receive or raise charitable contributions regulated under California's Supervision of Trustees and Fundraisers for Charitable Purposes Act. If Proposer engages in activities subjecting it to those laws during the term of a County contract, it will timely comply with them and provide County a copy of its initial registration with the California State Attorney General's Registry of Charitable Trusts when filed.

OR

- ☐ Proposer or Contractor is registered with the California Registry of Charitable Trusts under the CT number listed above and is in compliance with its registration and reporting requirements under California law. Attached is a copy of its most recent filing with the Registry of Charitable Trusts as required by Title 11 California Code of Regulations, sections 300-301 and Government Code sections 12585-12586.

Authorized Official's Signature

Date

Authorized Official's Name and Title

ATTACHMENT J

**CONTRACTOR EMPLOYEE ACKNOWLEDGMENT AND
CONFIDENTIALITY AGREEMENT**

CONTRACTOR ACKNOWLEDGEMENT AND CONFIDENTIALITY AGREEMENT

CONTRACTOR NAME: **Los Angeles Homeless Services Authority (LAHSA)** Contract No. _____

GENERAL INFORMATION:

The Contractor referenced above has entered into a contract with the County of Los Angeles to provide certain services to the County. The County requires the Corporation to sign this Contractor Acknowledgement and Confidentiality Agreement.

CONTRACTOR ACKNOWLEDGEMENT:

Contractor understands and agrees that the Contractor employees, consultants, Outsourced Vendors and independent contractors (Contractor's Staff) that will provide services in the above referenced agreement are Contractor's sole responsibility. Contractor understands and agrees that Contractor's Staff must rely exclusively upon Contractor for payment of salary and any and all other benefits payable by virtue of Contractor's Staff's performance of work under the above-referenced contract.

Contractor understands and agrees that Contractor's Staff are not employees of the County of Los Angeles for any purpose whatsoever and that Contractor's Staff do not have and will not acquire any rights or benefits of any kind from the County of Los Angeles by virtue of my performance of work under the above-referenced contract. Contractor understands and agrees that Contractor's Staff will not acquire any rights or benefits from the County of Los Angeles pursuant to any agreement between any person or entity and the County of Los Angeles.

CONFIDENTIALITY AGREEMENT:

Contractor and Contractor's Staff may be involved with work pertaining to services provided by the County of Los Angeles and, if so, Contractor and Contractor's Staff may have access to confidential data and information pertaining to persons and/or entities receiving services from the County. In addition, Contractor and Contractor's Staff may also have access to proprietary information supplied by other vendors doing business with the County of Los Angeles. The County has a legal obligation to protect all such confidential data and information in its possession, especially data and information concerning health, criminal, and welfare recipient records. Contractor and Contractor's Staff understand that if they are involved in County work, the County must ensure that Contractor and Contractor's Staff, will protect the confidentiality of such data and information. Consequently, Contractor must sign this Confidentiality Agreement as a condition of work to be provided by Contractor's Staff for the County.

Contractor and Contractor's Staff hereby agrees that they will not divulge to any unauthorized person any data or information obtained while performing work pursuant to the above-referenced contract between Contractor and the County of Los Angeles. Contractor and Contractor's Staff agree to forward all requests for the release of any data or information received to County's Project Manager.

Contractor and Contractor's Staff agree to keep confidential all health, criminal, and welfare recipient records and all data and information pertaining to persons and/or entities receiving services from the County, design concepts, algorithms, programs, formats, documentation, Contractor proprietary information and all other original materials produced, created, or provided to Contractor and Contractor's Staff under the above-referenced contract. Contractor and Contractor's Staff agree to protect these confidential materials against disclosure to other than Contractor or County employees who have a need to know the information. Contractor and Contractor's Staff agree that if proprietary information supplied by other County vendors is provided to me during this employment, Contractor and Contractor's Staff shall keep such information confidential.

Contractor and Contractor's Staff agree to report any and all violations of this agreement by Contractor and Contractor's Staff and/or by any other person of whom Contractor and Contractor's Staff become aware.

Contractor and Contractor's Staff acknowledge that violation of this agreement may subject Contractor and Contractor's Staff to civil and/or criminal action and that the County of Los Angeles may seek all possible legal redress.

Authorized Official Signature: _____ Date: ____/____/____

Authorized Official Name: _____

Authorized Official Title: _____

(Note: This certification is to be executed and returned to County with Contractor's executed Contract. Work cannot begin on the Contract until County receives this executed document.)

CONTRACTOR EMPLOYEE ACKNOWLEDGEMENT AND CONFIDENTIALITY AGREEMENTCONTRACTOR NAME: **Los Angeles Homeless Services Authority (LAHSA)**

Contract No. _____

Employee Name _____

GENERAL INFORMATION:

Your employer referenced above has entered into a contract with the County of Los Angeles to provide certain services to the County. The County requires your signature on this Contractor Employee Acknowledgement and Confidentiality Agreement.

EMPLOYEE ACKNOWLEDGEMENT:

I understand and agree that the Contractor referenced above is my sole employer for purposes of the above-referenced contract. I understand and agree that I must rely exclusively upon my employer for payment of salary and any and all other benefits payable to me or on my behalf by virtue of my performance of work under the above-referenced contract.

I understand and agree that I am not an employee of the County of Los Angeles for any purpose whatsoever and that I do not have and will not acquire any rights or benefits of any kind from the County of Los Angeles by virtue of my performance of work under the above-referenced contract. I understand and agree that I do not have and will not acquire any rights or benefits from the County of Los Angeles pursuant to any agreement between any person or entity and the County of Los Angeles.

I understand and agree that I may be required to undergo a background and security investigation(s). I understand and agree that my continued performance of work under the above-referenced contract is contingent upon my passing, to the satisfaction of the County, any and all such investigations. I understand and agree that my failure to pass, to the satisfaction of the County, any such investigation shall result in my immediate release from performance under this and/or any future contract.

CONFIDENTIALITY AGREEMENT:

I may be involved with work pertaining to services provided by the County of Los Angeles and, if so, I may have access to confidential data and information pertaining to persons and/or entities receiving services from the County. In addition, I may also have access to proprietary information supplied by other vendors doing business with the County of Los Angeles. The County has a legal obligation to protect all such confidential data and information in its possession, especially data and information concerning health, criminal, and welfare recipient records. I understand that if I am involved in County work, the County must ensure that I, too, will protect the confidentiality of such data and information. Consequently, I understand that I must sign this agreement as a condition of my work to be provided by my employer for the County. I have read this agreement and have taken due time to consider it prior to signing.

I hereby agree that I will not divulge to any unauthorized person any data or information obtained while performing work pursuant to the above-referenced contract between my employer and the County of Los Angeles. I agree to forward all requests for the release of any data or information received by me to my immediate supervisor.

I agree to keep confidential all health, criminal, and welfare recipient records and all data and information pertaining to persons and/or entities receiving services from the County, design concepts, algorithms, programs, formats, documentation, Contractor proprietary information and all other original materials produced, created, or provided to or by me under the above-referenced contract. I agree to protect these confidential materials against disclosure to other than my employer or County employees who have a need to know the information. I agree that if proprietary information supplied by other County vendors is provided to me during this employment, I shall keep such information confidential.

I agree to report to my immediate supervisor any and all violations of this agreement by myself and/or by any other person of whom I become aware. I agree to return all confidential materials to my immediate supervisor upon completion of this contract or termination of my employment with my employer, whichever occurs first.

Authorized Official Signature: _____

Date: ____/____/____

Authorized Official Name: _____

Authorized Official Title: _____

(Note: This certification is to be executed and returned to County with Contractor's executed Contract. Work cannot begin on the Contract until County receives this executed document.)

CONTRACTOR NON-EMPLOYEE ACKNOWLEDGEMENT AND CONFIDENTIALITY AGREEMENTCONTRACTOR NAME: **Los Angeles Homeless Services Authority (LAHSA)** Contract No. _____

Non-Employee Name _____

GENERAL INFORMATION:

The Contractor referenced above has entered into a contract with the County of Los Angeles to provide certain services to the County. The County requires your signature on this Contractor Non-Employee Acknowledgement and Confidentiality Agreement.

NON-EMPLOYEE ACKNOWLEDGEMENT:

I understand and agree that the Contractor referenced above has exclusive control for purposes of the above-referenced contract. I understand and agree that I must rely exclusively upon the Contractor referenced above for payment of salary and any and all other benefits payable to me or on my behalf by virtue of my performance of work under the above-referenced contract.

I understand and agree that I am not an employee of the County of Los Angeles for any purpose whatsoever and that I do not have and will not acquire any rights or benefits of any kind from the County of Los Angeles by virtue of my performance of work under the above-referenced contract. I understand and agree that I do not have and will not acquire any rights or benefits from the County of Los Angeles pursuant to any agreement between any person or entity and the County of Los Angeles.

I understand and agree that I may be required to undergo a background and security investigation(s). I understand and agree that my continued performance of work under the above-referenced contract is contingent upon my passing, to the satisfaction of the County, any and all such investigations. I understand and agree that my failure to pass, to the satisfaction of the County, any such investigation shall result in my immediate release from performance under this and/or any future contract.

CONFIDENTIALITY AGREEMENT:

I may be involved with work pertaining to services provided by the County of Los Angeles and, if so, I may have access to confidential data and information pertaining to persons and/or entities receiving services from the County. In addition, I may also have access to proprietary information supplied by other vendors doing business with the County of Los Angeles. The County has a legal obligation to protect all such confidential data and information in its possession, especially data and information concerning health, criminal, and welfare recipient records. I understand that if I am involved in County work, the County must ensure that I, too, will protect the confidentiality of such data and information. Consequently, I understand that I must sign this agreement as a condition of my work to be provided by the above-referenced Contractor for the County. I have read this agreement and have taken due time to consider it prior to signing.

I hereby agree that I will not divulge to any unauthorized person any data or information obtained while performing work pursuant to the above-referenced contract between the above-referenced Contractor and the County of Los Angeles. I agree to forward all requests for the release of any data or information received by me to the above-referenced Contractor.

I agree to keep confidential all health, criminal, and welfare recipient records and all data and information pertaining to persons and/or entities receiving services from the County, design concepts, algorithms, programs, formats, documentation, Contractor proprietary information, and all other original materials produced, created, or provided to or by me under the above-referenced contract. I agree to protect these confidential materials against disclosure to other than the above-referenced Contractor or County employees who have a need to know the information. I agree that if proprietary information supplied by other County vendors is provided to me, I shall keep such information confidential.

I agree to report to the above-referenced Contractor any and all violations of this agreement by myself and/or by any other person of whom I become aware. I agree to return all confidential materials to the above-referenced Contractor upon completion of this contract or termination of my services hereunder, whichever occurs first.

Authorized Official Signature: _____ Date: ____/____/____

Authorized Official Name: _____

Authorized Official Title: _____

(Note: This certification is to be executed and returned to County with Contractor's executed Contract. Work cannot begin on the Contract until County receives this executed document.)

ATTACHMENT K

**CONTRACTOR EMPLOYEE JURY SERVICE PROGRAM
CERTIFICATION FORM AND APPLICATION FOR EXCEPTION**

AND

CONTRACTOR EMPLOYEE JURY SERVICE ORDINANCE

COUNTY OF LOS ANGELES CONTRACTOR EMPLOYEE JURY SERVICE PROGRAM
CERTIFICATION FORM AND APPLICATION FOR EXCEPTION

The County's solicitation for this Request for Proposals is subject to the County of Los Angeles Contractor Employee Jury Service Program (Program), Los Angeles County Code, Chapter 2.203. All proposers, whether a contractor or subcontractor, must complete this form to either certify compliance or request an exception from the Program requirements. Upon review of the submitted form, the County department will determine, in its sole discretion, whether the proposer is accepted from the Program.

Company Name:		
Company Address:		
City:	State:	Zip Code:
Telephone Number:		
Solicitation For _____ Services:		

If you believe the Jury Service Program does not apply to your business, check the appropriate box in Part I (attach documentation to support your claim); or, complete Part II to certify compliance with the Program. Whether you complete Part I or Part II, please sign and date this form below.

Part I: Jury Service Program is Not Applicable to My Business

- ☐ My business does not meet the definition of "contractor," as defined in the Program, as it has not received an aggregate sum of \$50,000 or more in any 12-month period under one or more County contracts or subcontracts (this exception is not available if the contract itself will exceed \$50,000). I understand that the exception will be lost and I must comply with the Program if my revenues from the County exceed an aggregate sum of \$50,000 in any 12-month period.
- ☐ My business is a small business as defined in the Program. It 1) has ten or fewer employees; and, 2) has annual gross revenues in the preceding twelve months which, if added to the annual amount of this contract, are \$500,000 or less; and, 3) is not an affiliate or subsidiary of a business dominant in its field of operation, as defined below. I understand that the exception will be lost and I must comply with the Program if the number of employees in my business and my gross annual revenues exceed the above limits.
- "Dominant in its field of operation"** means having more than ten employees and annual gross revenues in the preceding twelve months, which, if added to the annual amount of the contract awarded, exceed \$500,000.
- "Affiliate or subsidiary of a business dominant in its field of operation"** means a business which is at least 20 percent owned by a business dominant in its field of operation, or by partners, officers, directors, majority stockholders, or their equivalent, of a business dominant in that field of operation.
- ☐ My business is subject to a Collective Bargaining Agreement (attach agreement) that expressly provides that it supersedes all provisions of the Program.

OR

Part II: Certification of Compliance

- ☐ My business has and adheres to a written policy that provides, on an annual basis, no less than five days of regular pay for actual jury service for full-time employees of the business who are also California residents **or** my company will have and adhere to such a policy prior to award of the contract.

I declare under penalty of perjury under the laws of the State of California that the information stated above is true and correct.

<u>Print Name:</u>	<u>Title:</u>
<u>Signature:</u>	<u>Date:</u>

Title 2 ADMINISTRATION
Chapter 2.203.010 through 2.203.090
CONTRACTOR EMPLOYEE JURY SERVICE

2.203.010 Findings.

The board of supervisors makes the following findings. The county of Los Angeles allows its permanent, full-time employees unlimited jury service at their regular pay. Unfortunately, many businesses do not offer or are reducing or even eliminating compensation to employees who serve on juries. This creates a potential financial hardship for employees who do not receive their pay when called to jury service, and those employees often seek to be excused from having to serve. Although changes in the court rules make it more difficult to excuse a potential juror on grounds of financial hardship, potential jurors continue to be excused on this basis, especially from longer trials. This reduces the number of potential jurors and increases the burden on those employers, such as the county of Los Angeles, who pay their permanent, full-time employees while on juror duty. For these reasons, the county of Los Angeles has determined that it is appropriate to require that the businesses with which the county contracts possess reasonable jury service policies. (Ord. 2002-0015 § 1 (part), 2002).

2.203.020 Definitions.

The following definitions shall be applicable to this chapter:

- A. "Contractor" means a person, partnership, corporation or other entity which has a contract with the county or a subcontract with a county contractor and has received or will receive an aggregate sum of \$50,000 or more in any 12-month period under one or more such contracts or subcontracts.
- B. "Employee" means any California resident who is a full-time employee of a contractor under the laws of California.
- C. "Contract" means any agreement to provide goods to, or perform services for or on behalf of, the county but does not include:
 - 1. A contract where the board finds that special circumstances exist that justify a waiver of the requirements of this chapter; or
 - 2. A contract where federal or state law or a condition of a federal or state program mandates the use of a particular contractor; or
 - 3. A purchase made through a state or federal contract; or
 - 4. A monopoly purchase that is exclusive and proprietary to a specific manufacturer, distributor, or reseller, and must match and inter-member with existing supplies, equipment or systems maintained by the county pursuant to the Los Angeles County Purchasing Policy and Procedures Manual, Section P-3700 or a successor provision; or
 - 5. A revolving fund (petty cash) purchase pursuant to the Los Angeles County Fiscal Manual, Section 4.4.0 or a successor provision; or
 - 6. A purchase card purchase pursuant to the Los Angeles County Purchasing Policy and Procedures Manual, Section P-2810 or a successor provision; or

7. A non-agreement purchase with a value of less than \$5,000 pursuant to the Los Angeles County Purchasing Policy and Procedures Manual, Section A-0300 or a successor provision; or
 8. A bona fide emergency purchase pursuant to the Los Angeles County Purchasing Policy and Procedures Manual, Section PP-1100 or a successor provision.
- D. "Full time" means 40 hours or more worked per week, or a lesser number of hours if:
1. The lesser number is a recognized industry standard as determined by the chief administrative officer, or
 2. The contractor has a long-standing practice that defines the lesser number of hours as full time.
- E. "County" means the county of Los Angeles or any public entities for which the board of supervisors is the governing body. (Ord. 2002-0040 § 1, 2002: Ord. 2002-0015 § 1 (part), 2002).

2.203.030 Applicability.

This chapter shall apply to contractors who enter into contracts that commence after July 11, 2002. This chapter shall also apply to contractors with existing contracts which are extended into option years that commence after July 11, 2002. Contracts that commence after May 28, 2002, but before July 11, 2002, shall be subject to the provisions of this chapter only if the solicitations for such contracts stated that the chapter would be applicable. (Ord. 2002-0040 § 2, 2002: Ord. 2002-0015 § 1 (part), 2002).

2.203.040 Contractor Jury Service Policy.

A contractor shall have and adhere to a written policy that provides that its employees shall receive from the contractor, on an annual basis, no less than five days of regular pay for actual jury service. The policy may provide that employees deposit any fees received for such jury service with the contractor or that the contractor deduct from the employees' regular pay the fees received for jury service. (Ord. 2002-0015 § 1 (part), 2002).

2.203.050 Other Provisions.

- A. Administration. The chief administrative officer shall be responsible for the administration of this chapter. The chief administrative officer may, with the advice of county counsel, issue interpretations of the provisions of this chapter and shall issue written instructions on the implementation and ongoing administration of this chapter. Such instructions may provide for the delegation of functions to other county departments.
- B. Compliance Certification. At the time of seeking a contract, a contractor shall certify to the county that it has and adheres to a policy consistent with this chapter or will have and adhere to such a policy prior to award of the contract. (Ord. 2002-0015 § 1 (part), 2002)

2.203.060 Enforcement and Remedies.

For a contractor's violation of any provision of this chapter, the county department head responsible for administering the contract may do one or more of the following:

1. Recommend to the board of supervisors the termination of the contract; and/or,
2. Pursuant to chapter 2.202, seek the debarment of the contractor. (Ord. 2002-0015 § 1 (part), 2002)

2.203.070. Exceptions.

- A. Other Laws. This chapter shall not be interpreted or applied to any contractor or to any employee in a manner inconsistent with the laws of the United States or California.
- B. Collective Bargaining Agreements. This chapter shall be superseded by a collective bargaining agreement that expressly so provides.
- C. Small Business. This chapter shall not be applied to any contractor that meets all of the following:
 1. Has ten or fewer employees during the contract period; and,
 2. Has annual gross revenues in the preceding twelve months which, if added to the annual amount of the contract awarded, are less than \$500,000; and,
 3. Is not an affiliate or subsidiary of a business dominant in its field of operation.

“Dominant in its field of operation” means having more than ten employees and annual gross revenues in the preceding twelve months which, if added to the annual amount of the contract awarded, exceed \$500,000.

“Affiliate or subsidiary of a business dominant in its field of operation” means a business which is at least 20 percent owned by a business dominant in its field of operation, or by partners, officers, directors, majority stockholders, or their equivalent, of a business dominant in that field of operation. (Ord. 2002-0015 § 1 (part), 2002)

2.203.090. Severability.

If any provision of this chapter is found invalid by a court of competent jurisdiction, the remaining provisions shall remain in full force and effect. (Ord. 2002-0015 § 1 (part), 2002)

ATTACHMENT L
CONTRACTOR'S EEO CERTIFICATION

CONTRACTOR'S EEO CERTIFICATION

Los Angeles Homeless Services Authority (LAHSA)

Contractor's Name

453 S. Spring Street, 12th Floor, Los Angeles, CA 90013

Address

95-4498834

Internal Revenue Service Employer Identification Number

GENERAL CERTIFICATION

In accordance with Section 4.32.010 of the Code of the County of Los Angeles, the contractor, supplier, or vendor certifies and agrees that all persons employed by such firm, its affiliates, subsidiaries, or holding companies are and will be treated equally by the firm without regard to or because of race, religion, ancestry, national origin, or sex and in compliance with all anti-discrimination laws of the United States of America and the State of California.

CONTRACTOR'S SPECIFIC CERTIFICATIONS

- | | | | |
|----|---|------------------------------|-----------------------------|
| 1. | The Contractor has a written policy statement prohibiting discrimination in all phases of employment. | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 2. | The Contractor periodically conducts a self analysis or utilization analysis of its work force. | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 3. | The Contractor has a system for determining if its employment practices are discriminatory against protected groups. | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 4. | Where problem areas are identified in employment practices, the Contractor has a system for taking reasonable corrective action, to include establishment of goals or timetables. | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

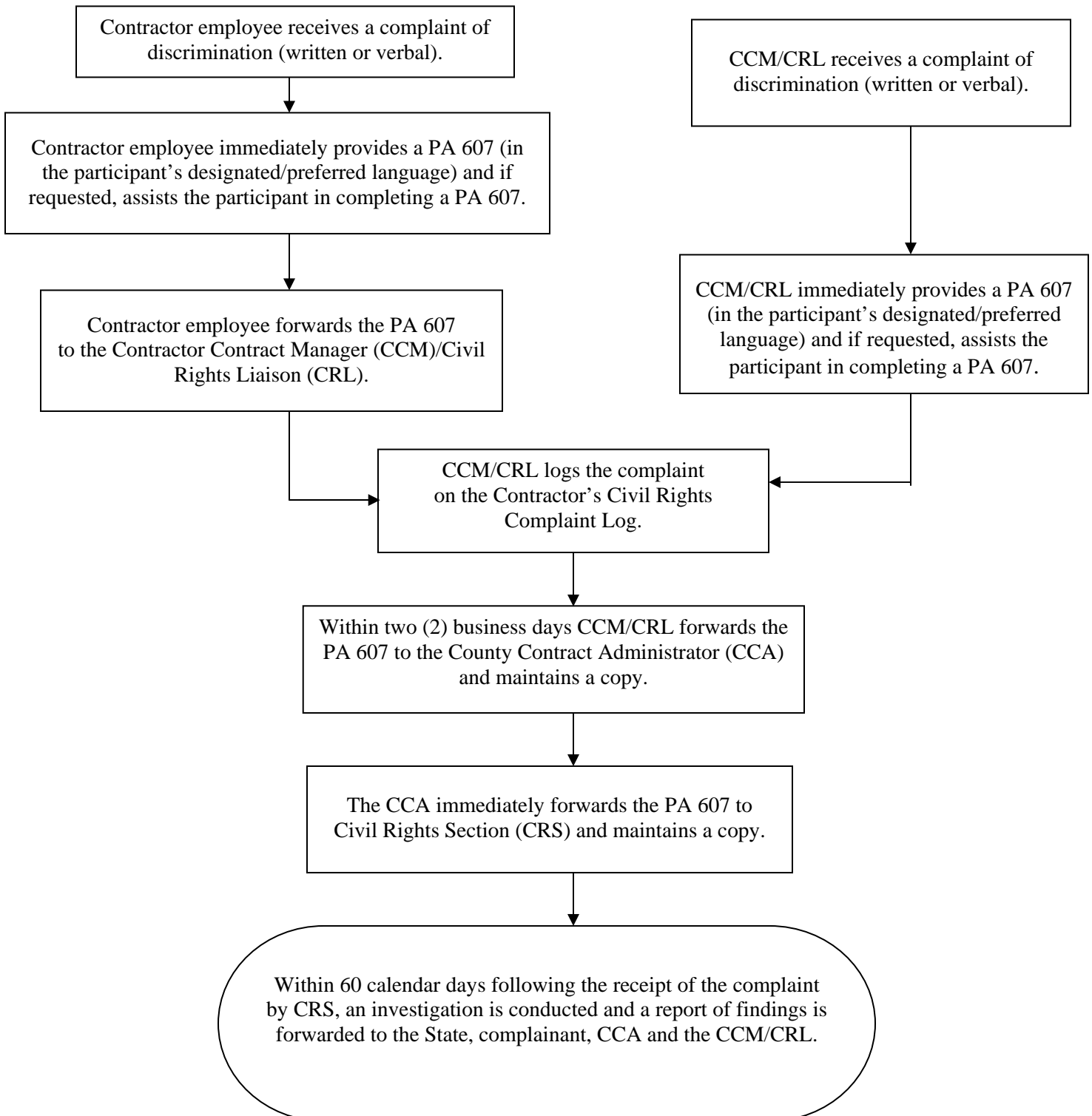
 Authorized Official's Printed Name and Title

 Authorized Official's Signature

 Date

ATTACHMENT M
CIVIL RIGHTS COMPLAINT FLOW CHART
CONTRACTOR PROCESS

CIVIL RIGHTS COMPLAINT FLOWCHART CONTRACTOR PROCESS



ATTACHMENT N

CIVIL RIGHTS RESOLUTION AGREEMENT REQUIREMENTS

**CONTRACTOR/VENDOR ASSURANCE OF COMPLIANCE OF CIVIL RIGHTS
RESOLUTION AGREEMENT WITH THE LOS ANGELES COUNTY DEPARTMENT OF
PUBLIC SOCIAL SERVICES**

We, Company, agree to comply with the Civil Rights Resolution Agreement the County of Los Angeles, Department of Public Social Services (DPSS), has entered into with the Office for Civil Rights, Department of Health and Human Services Region IX. We, Company, also agree to comply with the following Civil Rights provisions: Title VI and Title VII of the Federal Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, as amended; Age Discrimination Act of 1975; Food Stamp Act of 1977; American with Disabilities Act of 1990; Government Code Section 11135; California Code of Regulations, Title 22, Section 98000-98413; California Department of Social Services Manual of Policies and Procedures, Division 21; and other applicable Federal and State laws, rules, and regulations to ensure that employment practices and the delivery of social service programs are non discriminatory.

As a Contractor with DPSS, Company, agrees to comply with the provisions set forth in the Resolution Agreement aforementioned. Further, Company, agrees to comply with the requirements of the Resolution Agreement and Company understands that it is necessary to ensure their respective public contact staff receive the DPSS provided Civil Rights training, ensure participants receive notices in their primary language, provide interpreters as needed, and comply with all other requirements of the Resolution Agreement.

By signing this form we, Company, agree to the aforementioned.

Authorized Official's Signature

Date

Authorized Official's Name

Contractor's Address

ATTACHMENT O
CONTRACTOR'S ADMINISTRATION

CONTRACTORS ADMINISTRATION

CONTRACTOR'S NAME: Los Angeles Homeless Services Authority (LAHSA)

CONTRACT NO: _____

CONTRACTOR'S CONTRACT MANAGER:

Name: Daniel Fisher
Title: Contracts Unit Manager
Address: 453 S. Spring Street, 12th Street
Los Angeles, CA 90013
Telephone: (213) 683-3324
Facsimile: (213) 892-0093
E-Mail Address: dfisher@lahsa.org

CONTRACTOR'S CONTRACT ADMINISTRATOR:

Name: Karen Hamilton
Title: Contract Specialist
Address: 453 S. Spring Street, 12th Street
Los Angeles, CA 90013
Telephone: (213) 225-6558
Facsimile: (213) 892-0093
E-Mail Address: khamilton@lahsa.org

CONTRACTOR'S AUTHORIZED OFFICIAL:

Name: Michael Arnold
Title: Chief Operating Officer
Address: 453 S. Spring Street, 12th Street
Los Angeles, CA 90013
Telephone: (213) 225-6572
Facsimile: (213) 892-0093
E-Mail Address: marnold@lahsa.org

NOTICES TO CONTRACTOR SHALL BE SENT TO THE FOLLOWING:

Name: Rebecca Isaacs
Title: Executive Director
Address: 453 S. Spring Street, 12th Street
Los Angeles, CA 90013
Telephone: (213) 683-3333
Facsimile: (213) 892-0093
E-Mail Address: risaacs@lahsa.org

ATTACHMENT P
COUNTY'S ADMINISTRATION

COUNTY'S ADMINISTRATION

CONTRACT NO. _____

COUNTY PROJECT DIRECTOR:

Name: Maria P. Rodriguez
Title: Director, Contract Management Section I
Address: Department of Public Social Services
12900 Crossroads Parkway South
City of Industry, California 91746-3411

Telephone: (562) 908-3524
Facsimile: (562) 908-0590
E-Mail Address: mariarodriguez@dpss.lacounty.gov

COUNTY PROJECT MANAGER:

Name: Sandra L. Smalls
Title: Human Services Administrator II
Address: Department of Public Social Services
12900 Crossroads Parkway South
City of Industry, California 91746-3411

Telephone: (562) 908-3525
Facsimile: (562) 908-0590
E-Mail Address: sandrasmalls@dpss.lacounty.gov

COUNTY CONTRACT ADMINISTRATOR:

Name: Sheri Ramirez-Garcia
Title: County Contract Administrator
Address: Department of Public Social Services
12900 Crossroads Parkway South
City of Industry, California 91746-3411

Telephone: (562) 908-3556
Facsimile: (562) 908-0590
E-Mail Address: sheriramirezgarcia@dpss.lacounty.gov

ATTACHMENT Q
COMPLAINT OF DISCRIMINATORY TREATMENT FORM

County of Los Angeles

Department of Public Social Services

COMPLAINT OF DISCRIMINATORY TREATMENT

TO : DEPARTMENT OF PUBLIC SOCIAL SERVICES
CIVIL RIGHTS AND LANGUAGE SERVICES SECTION
12880 CROSSROADS PARKWAY SOUTH
CITY OF INDUSTRY, CALIFORNIA 91746

CASE NAME :

CASE NUMBER:

I, _____, hereby file this complaint of discriminatory treatment
(Please print your name) and request that an investigation be conducted.

I believe I was discriminated against because of my:

- | | | |
|--|---|-------------------------------------|
| <input type="checkbox"/> RACE | <input type="checkbox"/> RELIGION | <input type="checkbox"/> COLOR |
| <input type="checkbox"/> NATIONAL ORIGIN | <input type="checkbox"/> SEX | <input type="checkbox"/> AGE |
| <input type="checkbox"/> POLITICAL AFFILIATION | <input type="checkbox"/> MARITAL STATUS | <input type="checkbox"/> DISABILITY |

DATE OF OCCURENCE : _____

NAME(S) AND TITLE(S) OF THE PERSON(S) WHO I BELIEVE DISCRIMINATED AGAINST ME :

THE ACTION, DECISION OR CONDITION WHICH CAUSED ME TO FILE THIS COMPLAINT IS AS FOLLOWS :

I WISH TO HAVE THE FOLLOVING CORRECTIVE ACTION TAKEN :

(SIGNATURE)

(DATE)

ADDRESS : _____

TELEPHONE : _____

ATTACHMENT R
GROUND FOR REJECTION

GROUNDS FOR REJECTION

Los Angeles COUNTY Code Chapter 2.180.010, "Certain Contracts Prohibited" sets forth, among other things, the following:

Notwithstanding any other section of this *Code*, the COUNTY shall not Contract with, and shall reject any bid or proposal submitted by the persons or entities specified below, unless the Board of Supervisors finds that special circumstances exist which justify the approval of such Contract:

- (a) Employees of the COUNTY or of public agencies for which the Board of Supervisors is the governing body;
- (b) Profit making firms or businesses in which employees described in subsection (a) serve as officers, principals, partners or major shareholders;
- (c) Persons who, within the immediately preceding twelve (12) months, came within the provisions of subsection (a), and who (1) were employed in positions of substantial responsibility in the area of service to be performed by the CONTRACTOR, or (2) participated in any way in developing the Contract or its service specification; and
- (d) Profit making firms or businesses in which the former employees described in subsection (c) serve as officers, principals, partners or major shareholders.

CONTRACTOR hereby certifies that personnel who developed and/or participated in the preparation of the Contract do not fall within scope of *Code Section 2.180.010* as outlined above.

Authorized Official's Name and Title

Authorized Official's Signature

Date

ATTACHMENT S

INTERNAL REVENUE NOTICE 1015

Website access:

<http://www.irs.gov/pub/irs-pdf/n1015.pdf>

IRS NOTICE 1015

(Obtain latest version from IRS website)

<http://www.irs.gov/pub/irs-pdf/n1015.pdf>

Department of the Treasury
Internal Revenue Service

Notice 1015

(Rev. December 2007)

Have You Told Your Employees About the Earned Income Credit (EIC)?**What Is the EIC?**

The EIC is a refundable tax credit for certain workers.

Which Employees Must I Notify About the EIC?

You must notify each employee who worked for you at any time during the year and from whom you did not withhold income tax. However, you do not have to notify any employee who claimed exemption from withholding on Form W-4, Employee's Withholding Allowance Certificate.

Note. You are encouraged to notify each employee whose wages for 2007 are less than \$39,783 that he or she may be eligible for the EIC.

How and When Must I Notify My Employees?

You must give the employee one of the following:

- The IRS Form W-2, Wage and Tax Statement, which has the required information about the EIC on the back of Copy B.
- A substitute Form W-2 with the same EIC information on the back of the employee's copy that is on Copy B of the IRS Form W-2.
- Notice 797, Possible Federal Tax Refund Due to the Earned Income Credit (EIC).
- Your written statement with the same wording as Notice 797.

If you are required to give Form W-2 and do so on time, no further notice is necessary if the Form W-2 has the required information about the EIC on the back of the employee's copy. If a substitute Form W-2 is given on time but does not have the required information, you must notify the employee within 1 week of the date the substitute Form W-2 is given. If Form W-2 is required but is not given on time, you must give the employee Notice 797 or your written statement by the date Form W-2 is required to be given. If Form W-2 is not required, you must notify the employee by February 7, 2008.

You must hand the notice directly to the employee or send it by First-Class Mail to the employee's last known address. You will not meet the notification requirements by posting Notice 797 on an employee bulletin board or sending it through office mail. However, you may want to post the notice to help inform all employees of the EIC. You can get copies of the notice from the IRS website at www.irs.gov or by calling 1-800-829-3676.

How Will My Employees Know If They Can Claim the EIC?

The basic requirements are covered in Notice 797. For more detailed information, the employee needs to see the 2007 instructions for Form 1040, 1040A, 1040EZ, or Pub. 596, Earned Income Credit (EIC).

How Do My Employees Claim the EIC?

Eligible employees claim the EIC on their 2007 tax return. Even employees who have no tax withheld from their pay or owe no tax can claim the EIC and get a refund, but they must file a tax return to do so. For example, if an employee has no tax withheld in 2007 and owes no tax but is eligible for a credit of \$825, he or she must file a 2007 tax return to get the \$825 refund.

How Do My Employees Get Advance EIC Payments?

Eligible employees who expect to have a qualifying child for 2008 can get part of the credit with their pay during the year by giving you a completed Form W-5, Earned Income Credit Advance Payment Certificate. You must include advance EIC payments with wages paid to these employees, but the payments are not wages and are not subject to payroll taxes. Generally, the payments are made from withheld income, social security, and Medicare taxes. For details, see Pub. 15 (Circular E), Employer's Tax Guide.

Notice 1015 (Rev. 12-2007)

Cat. No. 205991

ATTACHMENT T
SAFELY SURRENDERED BABY LAW

Safely Surrendered



No shame. No blame. No names.

In Los Angeles County: 1-877-BABY SAFE • 1-877-222-9723

www.babysafela.org



Safely Surrendered Baby Law

What is the Safely Surrendered Baby Law?

California's Safely Surrendered Baby Law allows parents or other persons, with lawful custody, which means anyone to whom the parent has given permission to confidentially surrender a baby. As long as the baby is three days (72 hours) of age or younger and has not been abused or neglected, the baby may be surrendered without fear of arrest or prosecution.

How does it work?

A distressed parent who is unable or unwilling to care for a baby can legally, confidentially, and safely surrender a baby within three days (72 hours) of birth. The baby must be handed to an employee at a hospital or fire station in Los Angeles County. As long as the baby shows no sign of abuse or neglect, no name or other information is required. In case the parent changes his or her mind at a later date and wants the baby back, staff will use bracelets to help connect them to each other. One bracelet will be placed on the baby, and a matching bracelet will be given to the parent or other surrendering adult.

What if a parent wants the baby back?

Parents who change their minds can begin the process of reclaiming their baby within 14 days. These parents should call the Los Angeles County Department of Children and Family Services at 1-800-540-4000.

Can only a parent bring in the baby?

No. While in most cases a parent will bring in the baby, the Law allows other people to bring in the baby if they have lawful custody.

Does the parent or surrendering adult have to call before bringing in the baby?

No. A parent or surrendering adult can bring in a baby anytime, 24 hours a day, 7 days a week, as long as the parent or surrendering adult surrenders the baby to someone who works at the hospital or fire station.

Does the parent or surrendering adult have to tell anything to the people taking the baby?

No. However, hospital or fire station personnel will ask the surrendering party to fill out a questionnaire designed to gather important medical history information, which is very useful in caring for the baby. The questionnaire includes a stamped return envelope and can be sent in at a later time.

What happens to the baby?

The baby will be examined and given medical treatment. Upon release from the hospital, social workers immediately place the baby in a safe and loving home and begin the adoption process.

What happens to the parent or surrendering adult?

Once the parent or surrendering adult surrenders the baby to hospital or fire station personnel, they may leave at any time.

Why is California doing this?

The purpose of the Safely Surrendered Baby Law is to protect babies from being abandoned, hurt or killed by their parents. You may have heard tragic stories of babies left in dumpsters or public bathrooms. Their parents may have been under severe emotional distress. The mothers may have hidden their pregnancies, fearful of what would happen if their families found out. Because they were afraid and had no one or nowhere to turn for help, they abandoned their babies. Abandoning a baby is illegal and places the baby in extreme danger. Too often, it results in the baby's death. The Safely Surrendered Baby Law prevents this tragedy from ever happening again in California.

A baby's story

Early in the morning on April 9, 2005, a healthy baby boy was safely surrendered to nurses at Harbor-UCLA Medical Center. The woman who brought the baby to the hospital identified herself as the baby's aunt and stated the baby's mother had asked her to bring the baby to the hospital on her behalf. The aunt was given a bracelet with a number matching the anklet placed on the baby; this would provide some identification in the event the mother changed her mind about surrendering the baby and wished to reclaim the baby in the 14-day period allowed by the Law. The aunt was also provided with a medical questionnaire and said she would have the mother complete and mail back in the stamped return envelope provided. The baby was examined by medical staff and pronounced healthy and full-term. He was placed with a loving family that had been approved to adopt him by the Department of Children and Family Services.



Ley de Entrega de Bebés *Sin Peligro*



Los recién nacidos pueden ser entregados en forma segura al personal de cualquier hospital o cuartel de bomberos del Condado de Los Ángeles

Sin pena. Sin culpa. Sin nombres.

En el Condado de Los Ángeles: 1-877-BABY SAFE • 1-877-222-9723

www.babysafela.org



Ley de Entrega de Bebés Sin Peligro

¿Qué es la Ley de Entrega de Bebés sin Peligro?

La Ley de Entrega de Bebés sin Peligro de California permite la entrega confidencial de un recién nacido por parte de sus padres u otras personas con custodia legal, es decir cualquier persona a quien los padres le hayan dado permiso. Siempre que el bebé tenga tres días (72 horas) de vida o menos, y no haya sufrido abuso ni negligencia, pueden entregar al recién nacido sin temor de ser arrestados o procesados.

Cada recién nacido se merece la oportunidad de tener una vida saludable. Si alguien que usted conoce está pensando en abandonar a un recién nacido, infórmele que tiene otras opciones. Hasta tres días (72 horas) después del nacimiento, se puede entregar un recién nacido al personal de cualquier hospital o cuartel de bomberos del condado de Los Angeles.

¿Cómo funciona?

El padre/madre con dificultades que no pueda o no quiera cuidar de su recién nacido puede entregarlo en forma legal, confidencial y segura dentro de los tres días (72 horas) del nacimiento. El bebé debe ser entregado a un empleado de cualquier hospital o cuartel de bomberos del Condado de Los Ángeles. Siempre que el bebé no presente signos de abuso o negligencia, no será necesario suministrar nombres ni información alguna. Si el padre/madre cambia de opinión posteriormente y desea recuperar a su bebé, los trabajadores utilizarán brazaletes para poder vincularlos. El bebé llevará un brazalete y el padre/madre o el adulto que lo entregue recibirá un brazalete igual.

¿Qué pasa si el padre/madre desea recuperar a su bebé?

Los padres que cambien de opinión pueden comenzar el proceso de reclamar a su recién nacido dentro de los 14 días. Estos padres deberán llamar al Departamento de Servicios para Niños y Familias (Department of Children and Family Services) del Condado de Los Ángeles al 1-800-540-4000.

¿Sólo los padres podrán llevar al recién nacido?

No. Si bien en la mayoría de los casos son los padres los que llevan al bebé, la ley permite que otras personas lo hagan si tienen custodia legal.

¿Los padres o el adulto que entrega al bebé deben llamar antes de llevar al bebé?

No. El padre/madre o adulto puede llevar al bebé en cualquier momento, las 24 horas del día, los 7 días de la semana, siempre y cuando entreguen a su bebé a un empleado del hospital o cuartel de bomberos.

¿Es necesario que el padre/madre o adulto diga algo a las personas que reciben al bebé?

No. Sin embargo, el personal del hospital o cuartel de bomberos le pedirá a la persona que entregue al bebé que llene un cuestionario con la finalidad de recabar antecedentes médicos importantes, que resultan de gran utilidad para cuidar bien del bebé. El cuestionario incluye un sobre con el sello postal pagado para enviarlo en otro momento.

¿Qué pasará con el bebé?

El bebé será examinado y le brindarán atención médica. Cuando le den el alta del hospital, los trabajadores sociales inmediatamente ubicarán al bebé en un hogar seguro donde estará bien atendido, y se comenzará el proceso de adopción.

¿Qué pasará con el padre/madre o adulto que entregue al bebé?

Una vez que los padres o adulto hayan entregado al bebé al personal del hospital o cuartel de bomberos, pueden irse en cualquier momento.

¿Por qué se está haciendo esto en California?

La finalidad de la Ley de Entrega de Bebés sin Peligro es proteger a los bebés para que no sean abandonados, lastimados o muertos por sus padres. Usted probablemente haya escuchado historias trágicas sobre bebés abandonados en basureros o en baños públicos. Los padres de esos bebés probablemente hayan estado pasando por dificultades emocionales graves. Las madres pueden haber ocultado su embarazo, por temor a lo que pasaría si sus familias se enteraran. Abandonaron a sus bebés porque tenían miedo y no tenían nadie a quien pedir ayuda. El abandono de un recién nacido es ilegal y pone al bebé en una situación de peligro extremo. Muy a menudo el abandono provoca la muerte del bebé. La Ley de Entrega de Bebés sin Peligro impide que vuelva a suceder esta tragedia en California.

Historia de un bebé

A la mañana temprano del día 9 de abril de 2005, se entregó un recién nacido saludable a las enfermeras del Harbor-UCLA Medical Center. La mujer que llevó el recién nacido al hospital se dio a conocer como la tía del bebé, y dijo que la madre le había pedido que llevara al bebé al hospital en su nombre. Le entregaron a la tía un brazalete con un número que coincidía con la pulsera del bebé; esto serviría como identificación en caso de que la madre cambiara de opinión con respecto a la entrega del bebé y decidiera recuperarlo dentro del período de 14 días que permite esta ley. También le dieron a la tía un cuestionario médico, y ella dijo que la madre lo llenaría y lo enviaría de vuelta dentro del sobre con franqueo pagado que le habían dado. El personal médico examinó al bebé y se determinó que estaba saludable y a término. El bebé fue ubicado con una buena familia que ya había sido aprobada para adoptarlo por el Departamento de Servicios para Niños y Familias.



ATTACHMENT U
CIVIL RIGHTS TRAINING REPORT

CIVIL RIGHTS TRAINING REPORT

Contractor: _____

Address: _____

Contract Manager: _____

Phone Number: _____

Number of staff who attended Civil Rights Training: _____

Date of Civil Rights Training: _____

Miscellaneous Information: _____

